

New Jersey Commercial Health Maintenance Organizations A Comprehensive Performance Report Year 2003



Produced by:
Health Care Quality Assessment
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New Jersey Department of Health & Senior Services

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A. Introduction

Introduction

Overview

Health maintenance organizations (HMOs) provide a significant share of commercial health care coverage to New Jersey's residents. HMO members are enrolled in defined networks of health care providers and facilities. This makes it possible for the HMOs to measure the quality of the services they provide to members. Since 1997, the New Jersey Department of Health and Senior Services has required health plans with enrollments of more than 2,000 commercial members to collect and report standardized performance measures. The purpose of this comprehensive report is to provide HMOs, health care providers, health care consumers, researchers, and other interested parties with detailed, plan-specific, and statewide measures of performance.

This comprehensive report complements a report for broad distribution to consumers, entitled *2003 New Jersey HMO Performance Report: Compare Your Choices*. The consumer report focuses on data on a subset of measures that are most relevant to the general public. Copies of the HMO performance report for consumers are available from the Office of Health Care Quality Assessment, Division of Health Care Quality and Oversight, New Jersey Department of Health and Senior Services, P.O. Box 360, Trenton, NJ 08625-0360, by phone at (800) 418-1397, or on-line at the Department's web site: www.state.nj.us/health/hcsa/hmomenu.htm.

The number of commercial HMO/POS enrollees by plan on December 31, 2002 was:

Aetna Health, Inc. — New Jersey	496,668
AmeriHealth HMO	169,615
CIGNA HealthCare of New Jersey	87,228
Health Net of New Jersey, Inc.	299,762
Horizon Healthcare of New Jersey	164,207
Oxford Health Plans – New Jersey	156,615
UnitedHealthcare of New Jersey, Inc.	69,822
WellChoice HMO of New Jersey	12,476
TOTAL	1,456,393

Source: New Jersey Department of Banking and Insurance.

Data

The data presented in this report are for New Jersey's commercial HMO members only; there are no data reported for Medicare or Medicaid HMO members. Federal and state agencies that oversee Medicare and Medicaid managed care separately collect performance data from HMOs on these members. The data presented here come from the Health Plan Employer Data and Information Set (HEDIS®) series of measures developed by the National Committee for Quality Assurance (NCQA). In general, HEDIS data submitted by health plans to NCQA's "Quality Compass" in June 2003 reflect plan performance during the 2002 calendar year. Data reported for a given year reflect data collected in the previous year, so data reported for 2003 represent data collected in calendar year 2002. Most plan data include the quality information from Point of Service (POS) products. However, the information for Horizon and WellChoice includes only HMO enrollees.

All measures in this report are defined according to NCQA specifications. Complete wording and additional information on the definitions of the measures can be found in *HEDIS® 2003: Technical Specifications (volume 2)*, *HEDIS® 2003: Specifications for Survey Measures (volume 3)*, *The State of Health Care Quality 2003: Industry Trends and Analysis*, and on NCQA's web site, www.ncqa.org/programs/hedis/hedis2003.htm.

Methodology

Data analysis for this comprehensive report was performed for the Department by the Center for State Health Policy, Rutgers, The State University of New Jersey using data reported to NCQA's Quality Compass. All statistical tests measure statistical significance at a level of $p < 0.05$. It is possible for measures to be statistically different from the New Jersey statewide average even if the rates reported are identical. Most often this will be the result of rounding, where the measure for one plan or state will round up or down to its reported rate and the measure for New Jersey will round in the opposite direction to the same rate. While the published rates are the same, there is enough of a difference in the rates before rounding that a statistical test will find a significant difference.

Sample size plays an important role in determining the statistical significance of a measure across time or across geographical units. With a larger sample size, smaller differences are more likely to be statistically significant. As a result of differences in sample size, it is possible for measures with identical reported rates to have different levels of statistical significance when compared with New Jersey performance.

Where “NA” or “not applicable” is reported, this is the result of the denominator for that measure being too small to generate a statistically valid rate. To report “NA,” the health plan’s auditor must determine that the data for the measure were collected with sufficient methodological rigor, but the rate was based on fewer than 30 cases. Such a small denominator results in an unstable rate, so the plan receives an “NA” for that measure. “NR” or “not reported” is used to designate cases in which a plan failed to report a particular rate to NCQA or the State of New Jersey. “NR” indicates that a serious methodological problem precluded the plan from calculating a valid rate for the particular measure.

For each measure published in the comprehensive report, New Jersey’s statewide average is compared with the performance of New York, Pennsylvania, the mid-Atlantic region, and the nation. The reported regional rates combine rates for New York, Pennsylvania, and New Jersey, while the reported national rates contain all states, including New Jersey. The regional and national rates used in the statistical tests that compare performance to New Jersey’s exclude New Jersey’s rates. The national, regional, and state norms are obtained from NCQA’s Quality Compass. New Jersey requires submission of HEDIS data. For other states, submission to Quality Compass is voluntary. As a result of potential differences in methodology, caution should be used in drawing conclusions from the comparisons between New Jersey and the region or nation.

As a rule, a higher rate indicates better quality performance for measures presented in this report. For the measure, *Comprehensive Diabetes Care: Poor HbA1c Control* (found on **page 34**), however, a lower rate indicates better quality performance. As a consequence, the results of the statistical tests indicating that rates are lower than the New Jersey health plan average mean that the quality performance of the other geographical units on this measure was better than New Jersey’s performance.

In the **Use of Services** section, in the Inpatient Utilization table on **page 63**, the “Total” column exceeds the composite of the categories listed by more than expected rounding error. In this case, there is an additional unreported category of “Ungroupable” discharges included in the “Total” column. While this category is small, it accounts for the differences between the total column and the three categories of discharge that appear to comprise the total column.

In the **Use of Services** section, in the Mental Health Utilization table on **page 68** and the Chemical Dependency Utilization table on **page 70**, a member can receive services in one or more of the service categories and would be counted in each category, while the same member would be counted once in the “Any Services” column. Because a single member is counted only once in the “Any Services” column but can be counted in more than one of the component services columns, the component columns can sum to more than the “Any Services” column.

B. Health Plan Size & Stability

Membership by Sex

This measure provides an overview of the population mix of managed care organizations (MCOs) membership. MCOs report the percentage of total member months by gender during the measurement year.

Membership by Sex (Data Year 2002)

Health Plan	% Male	% Female	Total Enrollment
NJ State Average	49%	51%	261,644
Aetna	49%	51%	789,682
AmeriHealth	50%	50%	175,653
CIGNA	50%	50%	305,768
Health Net	49%	51%	299,126
Horizon	48%	52%	170,978
Oxford	48%	52%	262,265
United	51%	49%	74,492
WellChoice	56%	44%	15,189

New Jersey Compared with National, Regional, and Neighboring States for Membership by Sex for the Year 2003

	% Male	% Female
NJ Average	49%	51%
National Average	48%	52%
Regional Average	48%	52%
NY Average	48%	52%
PA Average	49%	51%

Turnover of Primary Care Practitioners Servicing Commercial Members

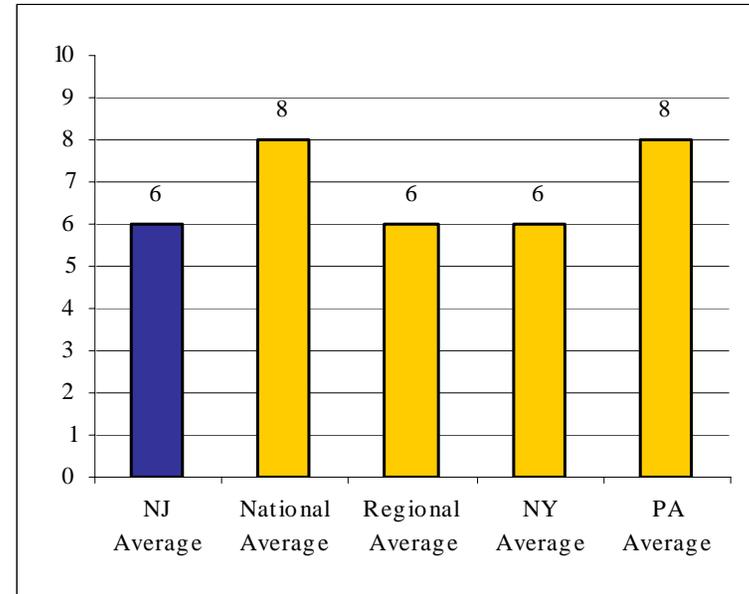
The practitioner turnover is reported in the following category showing percentage for the turnover of primary care practitioners:

- ➔ The percentage of primary care physicians affiliated with the MCO as of December 31 of the year preceding the measurement year and who were not affiliated with the MCO as of December 31 of the measurement year.

Turnover of Primary Care Practitioners (Data Year 2002)

Health Plan	Provider Turnover Rate for PCP
NJ State Average	6%
Aetna	5%
AmeriHealth	5%
CIGNA	4%
Health Net	15%
Horizon	11%
Oxford	1%
United	3%
WellChoice	4%

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Turnover of Primary Care Practitioners for the Year 2003



C. Effectiveness of Care

Effectiveness of Care
Comparison of NJ Statewide Averages for HEDIS Measures, 2000-2003
(Cohort of plans appearing in each year)

Measure	2000	2001	2002	2003	Change*	Significance**
Breast Cancer Screening	69%	70%	72%	71%	2%	↔ no change
Controlling High Blood Pressure		44%	54%	55%	11%	↔ no change
Cervical Cancer Screening	68%	77%	78%	79%	11%	↑ improved
Postpartum Care	68%	71%	74%	75%	7%	↔ no change
Childhood Immunization Status-Combo 1	68%	73%	72%	74%	6%	↔ no change
Comprehensive Diabetes Care-Eye Exams	42%	45%	53%	52%	10%	↑ improved
Comprehensive Diabetes Care - HbA1c Testing	69%	73%	77%	80%	11%	↑ improved
Cholesterol Management -LDL-C Level	41%	56%	62%	66%	25%	↑ improved
Beta Blocker Treatment After Heart Attack	82%	91%	88%	96%	14%	↑ improved
Follow-up After Mental Illness Hospitalization - 30 days	68%	68%	70%	76%	8%	↔ no change
Appropriate Medications for Children with Asthma Ages 5-17		57%	60%	63%	6%	↔ no change

* Change and statistical test of significance reflect change over available years of data , ** Differences are statistically significant at the 0.05 level

Effectiveness of Care

Comparison of New Jersey Statewide Averages for HEDIS Measures, 2002 & 2003

HEDIS Measure	2002 Rate	2003 Rate	Change	Significance*
Childhood Immunization Status, DPT	81%	82%	1%	↔ no change
Childhood Immunization Status, Hepatitis B	82%	83%	1%	↔ no change
Childhood Immunization Status, HIB	85%	86%	1%	↔ no change
Childhood Immunization Status, IPV	83%	85%	2%	↔ no change
Childhood Immunization Status, MMR	90%	91%	1%	↑ Improved
Childhood Immunization Status, VZV	77%	81%	4%	↑ Improved
Childhood Immunization, Combo 1	70%	72%	2%	↔ no change
Adolescent Immunization Status, Hepatitis B	43%	56%	13%	↑ Improved
Adolescent Immunization Status, MMR	61%	67%	6%	↑ Improved
Adolescent Immunization Status, VZV - Chicken Pox	47%	47%	0%	↔ no change
Adolescent Immunization Status, Combo 1	43%	51%	8%	↑ Improved
Breast Cancer Screening	71%	70%	-1%	↔ no change
Cervical Cancer Screening	78%	78%	0%	↔ no change
Controlling High Blood Pressure	53%	55%	2%	↔ no change
Beta Blocker Treatment After Heart Attack	90%	96%	6%	↑ Improved
Cholesterol Management - LDL-C Screening	79%	82%	3%	↑ Improved
Cholesterol Management - LDL-C Levels	62%	66%	4%	↑ Improved
Comprehensive Diabetes Care - Eye Exams	51%	50%	-1%	↔ no change
Comprehensive Diabetes Care - Blood Sugar Testing	78%	79%	1%	↔ no change
Comprehensive Diabetes Care - Poor HbA1c Control	44%	37%	-7%	↔ no change
Comprehensive Diabetes Care - LDL-C Screening	84%	89%	5%	↑ Improved
Comprehensive Diabetes Care - LDL-C Level	51%	55%	4%	↑ Improved
Comprehensive Diabetes Care - Monitoring Diabetic Nephropathy	44%	50%	6%	↑ Improved
Use of Appropriate Medications for People with Asthma, Ages 5-9	61%	65%	4%	↑ Improved
Use of Appropriate Medications for People with Asthma, Ages 10-17	59%	62%	3%	↑ Improved
Use of Appropriate Medications for People with Asthma, Ages 18-56	64%	67%	3%	↑ Improved
Use of Appropriate Medications for People with Asthma, Combined Rate	62%	64%	2%	↑ Improved
Follow-up After Hospitalization For Mental Illness, 7 days	49%	52%	3%	↑ Improved
Follow-up After Hospitalization For Mental Illness, 30 Days	70%	73%	3%	↑ Improved
Antidepressant Medication Management- Optimal Practitioner Contacts	22%	23%	1%	↔ no change
Antidepressant Medication Management- Effective Acute Phase Treatment	56%	58%	2%	↔ no change
Antidepressant Medication Management- Effective Continuation Phase Treatment	40%	40%	0%	↔ no change

* Differences are statistically significant at the 0.05 level

Childhood Immunization Status

The percentage of enrolled children who turned two years old during measurement year, who were continuously enrolled for 12 months immediately prior to second birthday, identified as having:

- ↳ Combo 1(all doses of DTP, IPV/OPV, MMR, Hib, Hepatitis B)
- ↳ Four DTP/DTaP (Diphtheria, Tetanus, Pertussis)
- ↳ Three IPV/OPV (Polio)
- ↳ One MMR (Measles, Mums, Rubella)
- ↳ Three H Influenza Type B
- ↳ Three Hepatitis B
- ↳ One VZV(Chicken pox)

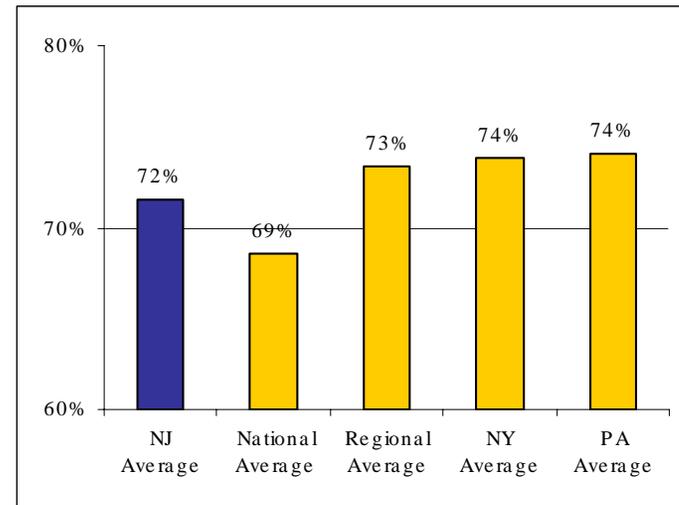
Childhood Immunization Status: Combo 1 (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	72%	
Aetna	71%	○
AmeriHealth	79%	●
CIGNA	75%	●
Health Net	73%	●
Horizon	74%	●
Oxford	71%	●
United	60%	○
WellChoice	68%	●

●	Higher than the New Jersey health plan average
◐	About the same as New Jersey health plan average
○	Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Combo 1 for the Year 2003.

National	Regional	NY	PA
◐	◐	◐	◐



Four - Year Trends

State	2000	2001	2002	2003
New Jersey	64%	64%	70%	72%
Nation	64%	67%	68%	69%
Region (NJ, NY & PA)	72%	75%	77%	73%
New York	70%	77%	77%	74%
Pennsylvania	73%	76%	78%	74%

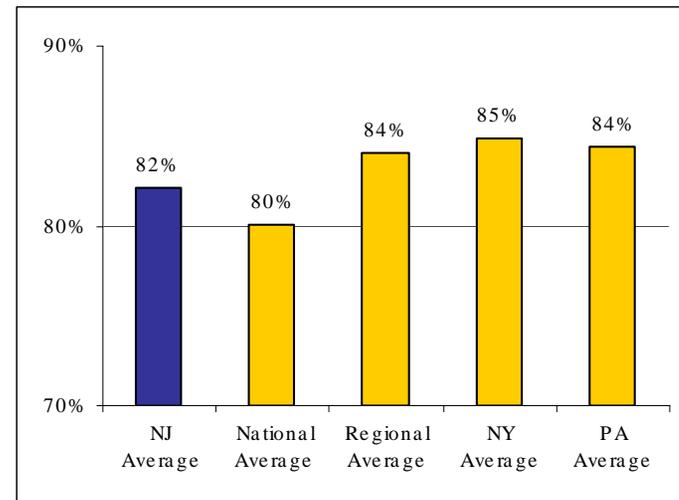
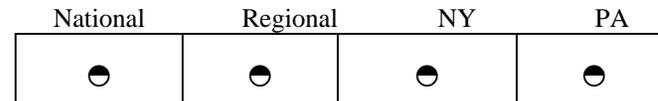
Childhood Immunization Status: Individual Immunization Included in Combo 1, Continued from previous page

Childhood Immunization Status: Percent with 4 Doses of DTP (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	82%	
Aetna	83%	●
AmeriHealth	88%	●
CIGNA	86%	●
Health Net	82%	●
Horizon	83%	●
Oxford	81%	●
United	74%	○
WellChoice	80%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 4 Doses of DTP for the Year 2003.



Three - Year Trends

State	2001	2002	2003
New Jersey	76%	81%	82%
Nation	80%	81%	80%
Region (NJ, NY & PA)	86%	88%	84%
New York	88%	88%	85%
Pennsylvania	88%	90%	84%

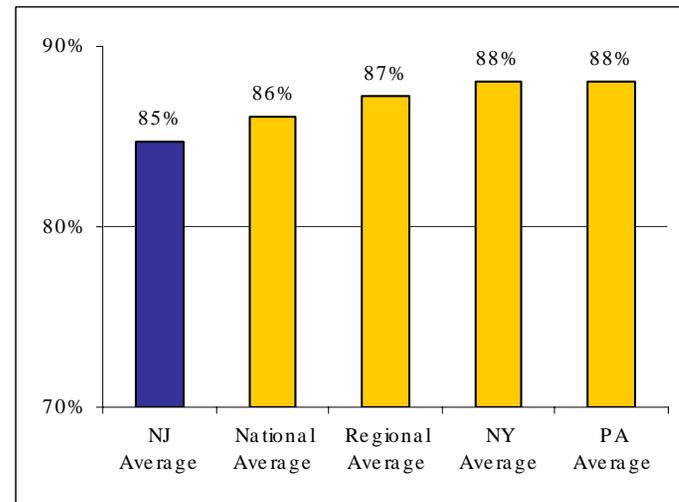
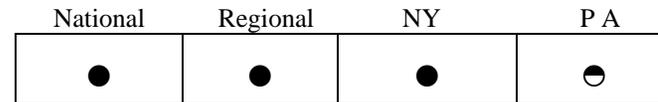
Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page.....

Childhood Immunization Status: Percent with 3 Doses of IPV/OPV (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	85%	
Aetna	85%	●
AmeriHealth	89%	●
CIGNA	88%	●
Health Net	85%	●
Horizon	89%	●
Oxford	83%	●
United	76%	○
WellChoice	82%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 3 Doses of IPV/OPV for the Year 2003.



Three - Year Trends

State	2001	2002	2003
New Jersey	78%	83%	85%
Nation	84%	85%	86%
Region (NJ, NY & PA)	88%	90%	87%
New York	90%	90%	88%
Pennsylvania	90%	92%	88%

Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

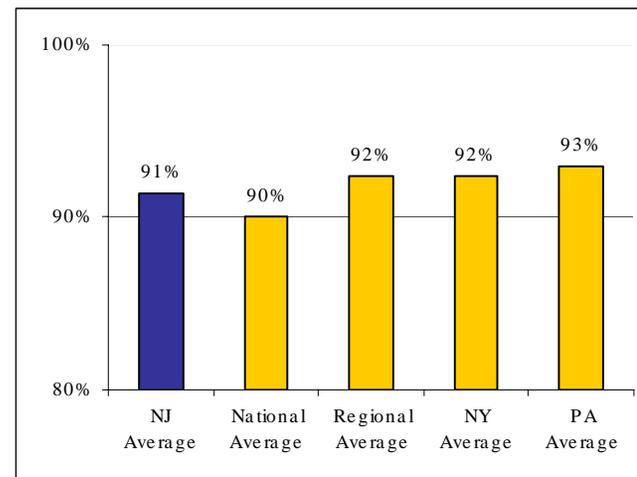
Childhood Immunization Status: Percent with 1Dose of MMR (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	91%	
Aetna	92%	●
AmeriHealth	94%	●
CIGNA	93%	●
Health Net	91%	●
Horizon	93%	●
Oxford	91%	●
United	89%	●
WellChoice	89%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 1 Doses of MMR for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	93%	90%	91%
Nation	88%	89%	90%
Region (NJ, NY & PA)	93%	94%	92%
New York	93%	94%	92%
Pennsylvania	93%	94%	93%

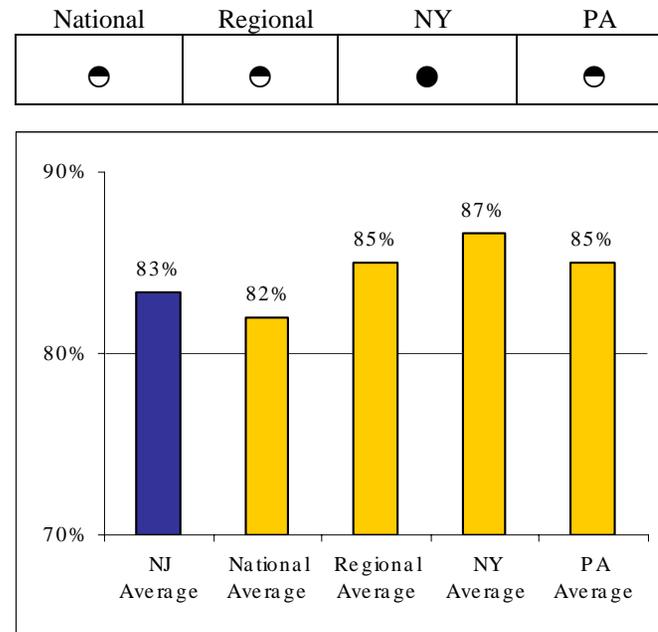
Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

Childhood Immunization Status: Percent with 3 Doses of Hepatitis B (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	83%	
Aetna	84%	●
AmeriHealth	89%	●
CIGNA	84%	●
Health Net	82%	●
Horizon	87%	●
Oxford	85%	●
United	73%	○
WellChoice	82%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 3 Doses of Hepatitis B for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	78%	82%	83%
Nation	78%	80%	82%
Region (NJ, NY & PA)	86%	88%	85%
New York	88%	89%	87%
Pennsylvania	87%	88%	85%

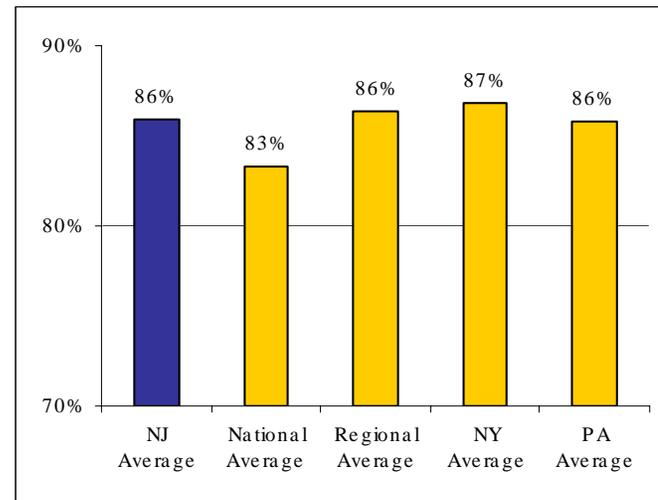
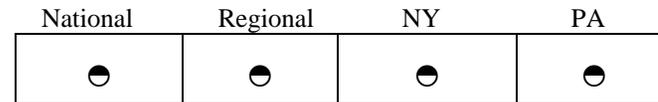
Childhood Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

Childhood Immunization Status: Percent with 3 Doses of Hib (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	86%	
Aetna	87%	●
AmeriHealth	90%	●
CIGNA	88%	●
Health Net	84%	●
Horizon	86%	●
Oxford	89%	●
United	78%	○
WellChoice	86%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 3 Doses of Hib for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	81%	85%	86%
Nation	83%	83%	83%
Region (NJ, NY & PA)	88%	89%	86%
New York	89%	89%	87%
Pennsylvania	89%	89%	86%

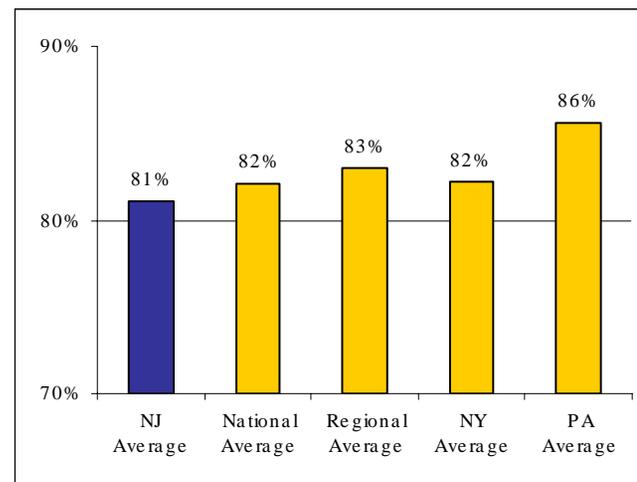
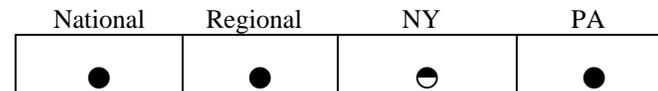
Childhood Immunization Status, Continued from previous page

Childhood Immunization Status: Percent with 1 Dose of VZV (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	81%	
Aetna	81%	●
AmeriHealth	87%	●
CIGNA	84%	●
Health Net	82%	●
Horizon	84%	●
Oxford	80%	●
United	77%	○
WellChoice	74%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Childhood Immunization Status – Percent with 1Dose of VZV for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	73%	77%	81%
Nation	71%	75%	82%
Region (NJ, NY & PA)	72%	75%	83%
New York	69%	72%	82%
Pennsylvania	76%	80%	86%

Adolescent Immunization Status

The percent of enrolled adolescents who turned 13 years old during the measurement year (2002), were continuously enrolled for 12 months before their 13th birthday, and identified as having:

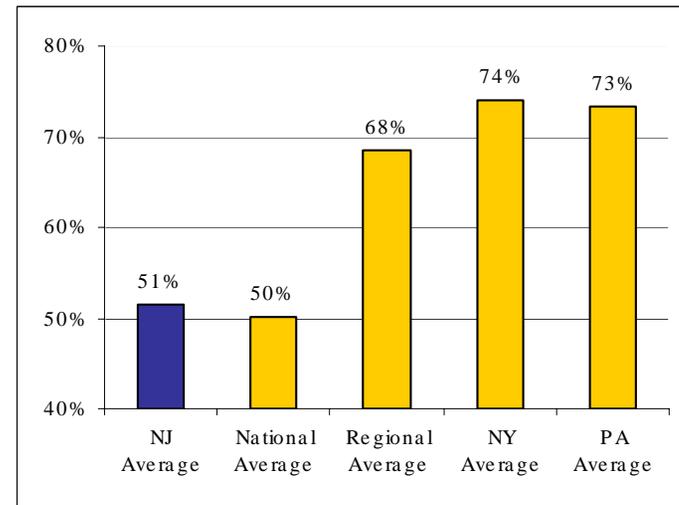
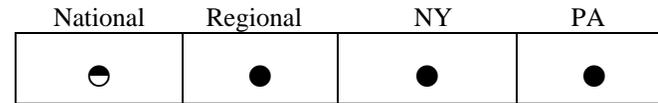
- ↳ Combo 1 (all doses of MMR and Hepatitis B)
- ↳ A Second Dose of MMR
- ↳ Three Hepatitis B
- ↳ One VZV (Chicken pox)

Adolescent Immunization Status: Combo 1 (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	51%	
Aetna	54%	●
AmeriHealth	53%	◐
CIGNA	57%	●
Health Net	51%	◐
Horizon	61%	●
Oxford	59%	◐
United	41%	○
WellChoice	35%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status – Combo 1 for the Year 2003.



Three -Year Trends

State	2001	2002	2003
New Jersey	35%	43%	51%
Nation	37%	44%	50%
Region (NJ, NY & PA)	51%	61%	68%
New York	50%	64%	74%
Pennsylvania	61%	66%	73%

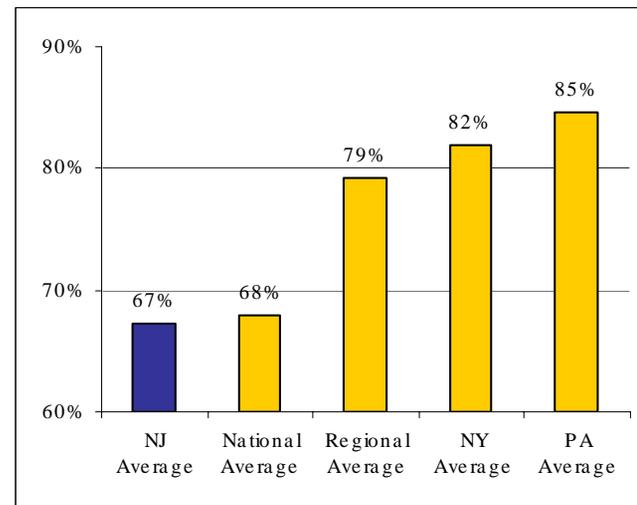
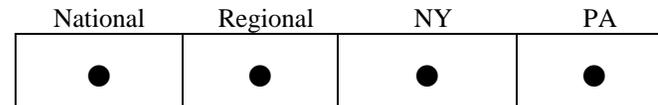
Adolescent Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

Adolescent Immunization Status: Percent with 2 Doses of MMR (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	67%	
Aetna	71%	●
AmeriHealth	69%	◐
CIGNA	74%	●
Health Net	63%	◐
Horizon	77%	●
Oxford	75%	●
United	52%	○
WellChoice	57%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status – Percent with 2 Dose of MMR for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	61%	61%	67%
Nation	62%	65%	68%
Region (NJ, NY & PA)	76%	77%	79%
New York	78%	80%	82%
Pennsylvania	81%	82%	85%

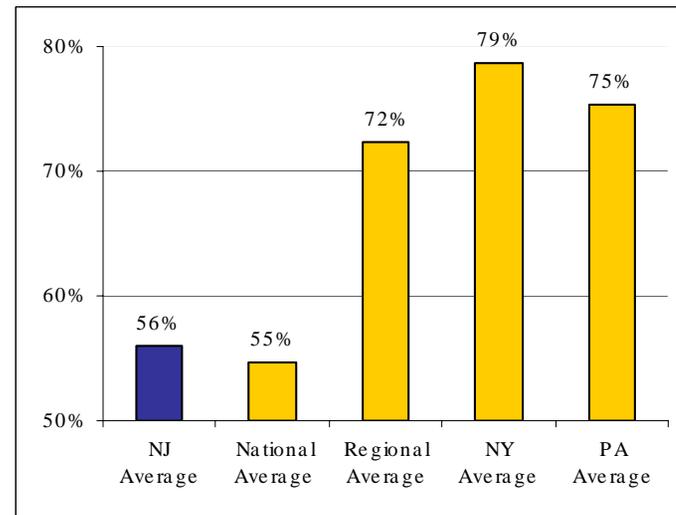
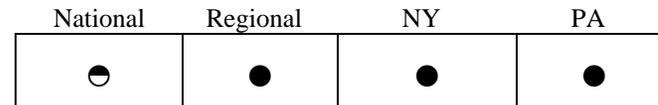
Adolescent Immunization Status: Individual Immunizations Included in Combo 1, Continued from previous page

Adolescent Immunization Status: Percent with 3 Doses of Hepatitis B (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	56%	
Aetna	58%	●
AmeriHealth	58%	●
CIGNA	62%	●
Health Net	56%	●
Horizon	64%	●
Oxford	65%	●
United	47%	○
WellChoice	38%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status – Percent with 3 Doses of Hepatitis B for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	40%	43%	56%
Nation	41%	48%	55%
Region (NJ, NY & PA)	55%	64%	72%
New York	53%	69%	79%
Pennsylvania	64%	70%	75%

Adolescent Immunization Status: Continued from previous page

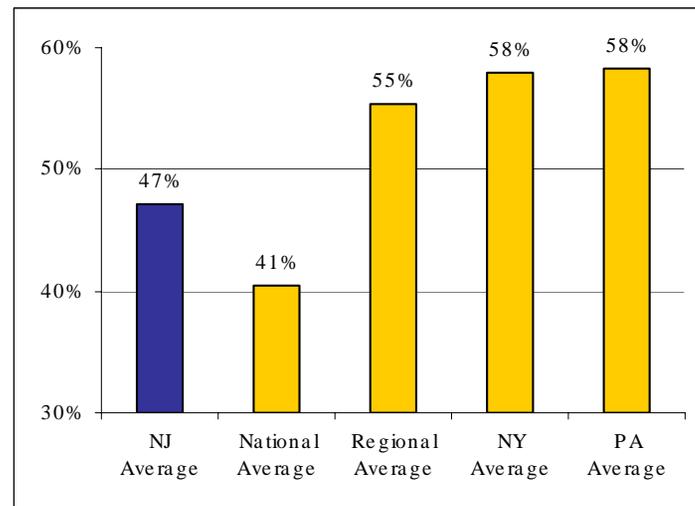
Adolescent Immunization Status: Percent with 1 Dose of VZV (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	47%	
Aetna	45%	●
AmeriHealth	51%	●
CIGNA	43%	●
Health Net	56%	●
Horizon	68%	●
Oxford	50%	●
United	20%	○
WellChoice	44%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Immunization Status – Percent with 1 Dose of VZV for the Year 2003.

National	Regional	NY	PA
○	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	39%	47%	47%
Nation	28%	34%	41%
Region (NJ, NY & PA)	45%	50%	55%
New York	43%	51%	58%
Pennsylvania	48%	52%	58%

Breast Cancer Screening

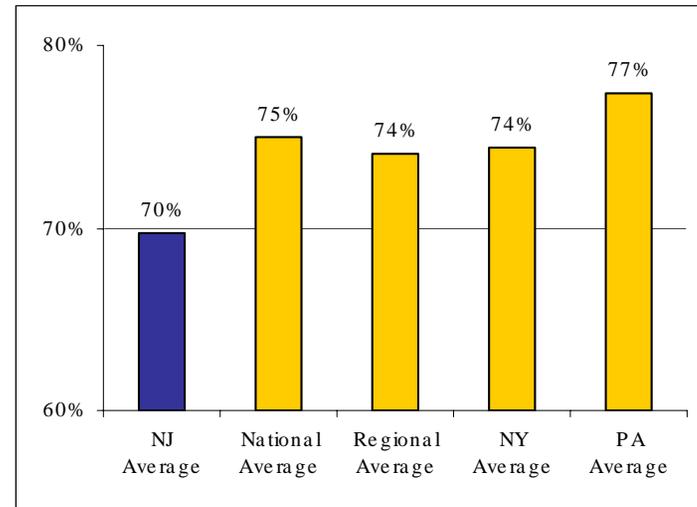
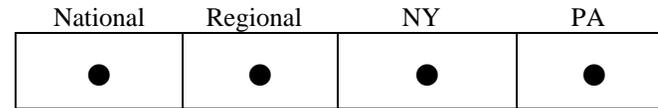
The percentage of women age 50-69 years as of December 31, 2002, and continuously enrolled since January 1, 2001, who had a mammogram during the period, January 1, 2001 to December 31, 2002.

Breast Cancer Screening (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	70%	
Aetna	68%	●
AmeriHealth	70%	●
CIGNA	68%	●
Health Net	72%	●
Horizon	78%	●
Oxford	71%	●
United	72%	●
WellChoice	58%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Breast Cancer Screening for the Year 2003.



Four - Year Trends

State	2000	2001	2002	2003
New Jersey	65%	69%	71%	70%
Nation	73%	75%	75%	75%
Region (NJ, NY, & PA)	73%	75%	76%	74%
New York	74%	76%	77%	74%
Pennsylvania	75%	77%	77%	77%

Cervical Cancer Screening

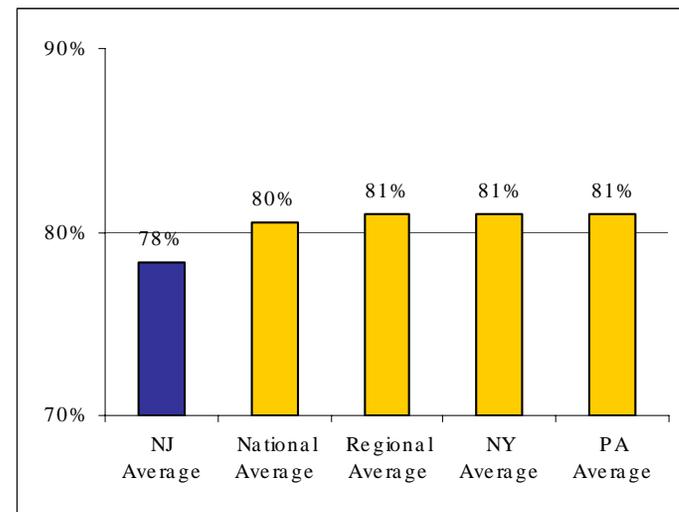
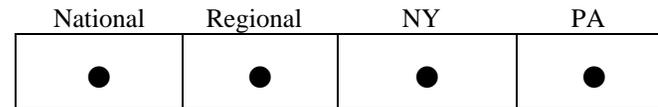
The percentage of women age 21-64 years as of December 31, 2002 and continuously enrolled since January 1, 2000, and who received one or more Pap tests during the period January 1, 2000 to December 31, 2002.

Cervical Cancer Screening (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	78%	
Aetna	80%	●
AmeriHealth	76%	◐
CIGNA	83%	●
Health Net	81%	◐
Horizon	78%	◐
Oxford	80%	◐
United	78%	◐
WellChoice	71%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Cervical Cancer Screening for the Year 2003.



Four -Year Trends

State	2000	2001	2002	2003
New Jersey	67%	74%	78%	78%
Nation	72%	78%	80%	80%
Region (NJ, NY & PA)	74%	79%	81%	81%
New York	77%	80%	82%	81%
Pennsylvania	74%	80%	80%	81%

Controlling High Blood Pressure

Percent of members diagnosed with hypertension age 46-85 years as of December 31, and whose blood pressure is adequately controlled during measurement year 2002.

Controlling High Blood Pressure (Data Year 2002)

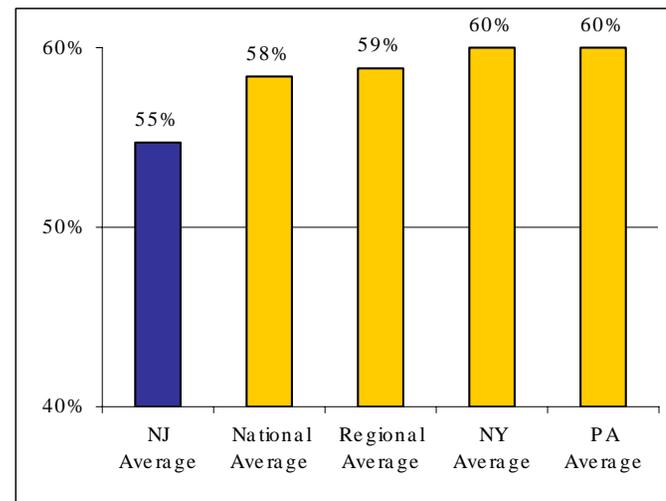
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	55%	
Aetna	NR	NR
AmeriHealth	54%	○
CIGNA	59%	●
Health Net	50%	○
Horizon	76%	●
Oxford	67%	●
United	34%	○
WellChoice	43%	○

NR – Not Reported

●	Higher than the New Jersey health plan average
◐	About the same as New Jersey health plan average
○	Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Controlling High Blood Pressure for the Year 2003.

National	Regional	NY	PA
●	●	●	◐



Four -Year Trends

State	2000	2001	2002	2003
New Jersey	NA	43%	53%	55%
Nation	NA	52%	55%	58%
Region (NJ, NY & PA)	NA	52%	58%	59%
New York	NA	56%	59%	60%
Pennsylvania	NA	53%	58%	60%

Beta-Blocker Treatment After a Heart Attack

Percent of members age 35 years and older during measurement year 2002, who were hospitalized and discharged alive from January 1 to December 24, 2002 with a diagnosis of AMI and who received an ambulatory prescription for Beta-Blockers upon discharge.

Beta-Blocker Treatment After a Heart Attack (Data Year 2002)

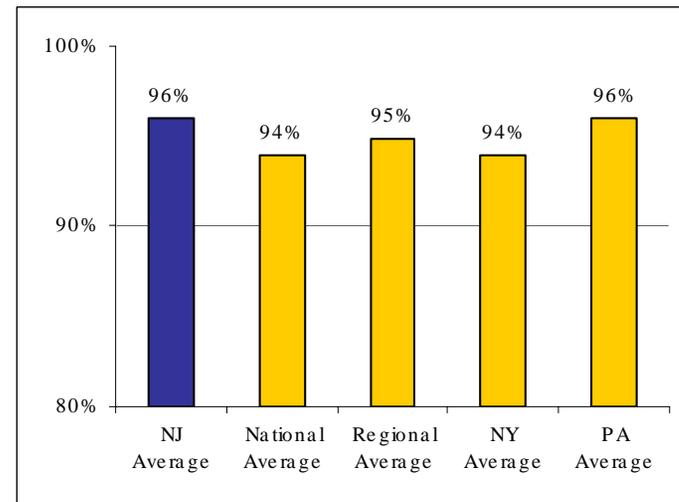
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	96%	
Aetna	91%	○
AmeriHealth	99%	●
CIGNA	95%	◐
Health Net	95%	◐
Horizon	99%	●
Oxford	95%	◐
United	98%	◐
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Beta-Blocker Treatment After a Heart Attack for the Year 2003.

National	Regional	NY	PA
◐	◐	◐	◐



Four -Year Trends

State	2000	2001	2002	2003
New Jersey	83%	90%	90%	96%
Nation	85%	89%	92%	94%
Region (NJ, NY, & PA)	87%	92%	94%	95%
New York	83%	92%	94%	94%
Pennsylvania	88%	92%	96%	96%

Cholesterol Management After Acute Cardiovascular Events

Percent of members age 18-75 years as of December 31, 2002 who were discharged alive in the year prior to the measurement year (2002) for AMI, CABG or PTCA hospitalization and who had:

- ↳ LDL-C screening; recorded 60 to 365 days after discharge
- ↳ LDL-C levels under 130mg/dl

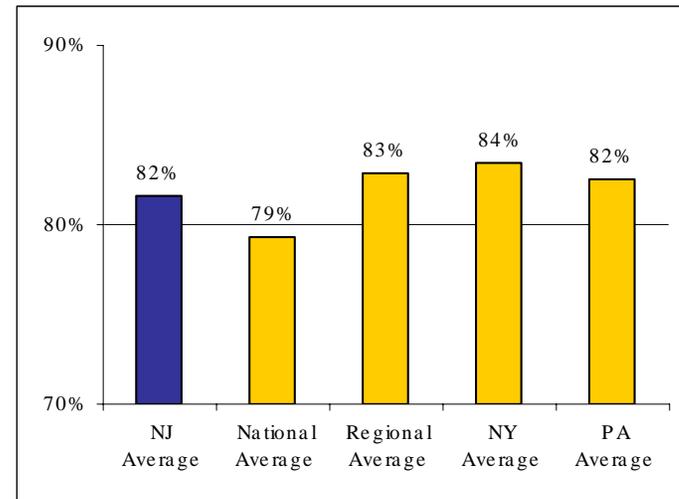
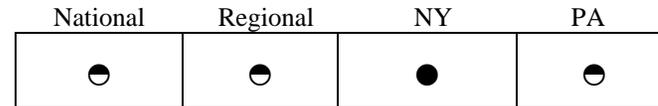
Cholesterol Management After Acute Cardiovascular Events: LDL-C Screening (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	82%	
Aetna	83%	○
AmeriHealth	78%	○
CIGNA	83%	○
Health Net	80%	○
Horizon	87%	●
Oxford	83%	○
United	77%	○
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Cholesterol Management After Acute Cardiovascular Events for LDL-C Screening for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	75%	79%	82%
Nation	74%	77%	79%
Region (NJ, NY & PA)	77%	81%	83%
New York	77%	81%	84%
Pennsylvania	78%	80%	82%

Cholesterol Management After Acute Cardiovascular Events, Continued from previous page.....

Cholesterol Management After Acute Cardiovascular Events: LDL-C Levels (Data Year 2002)

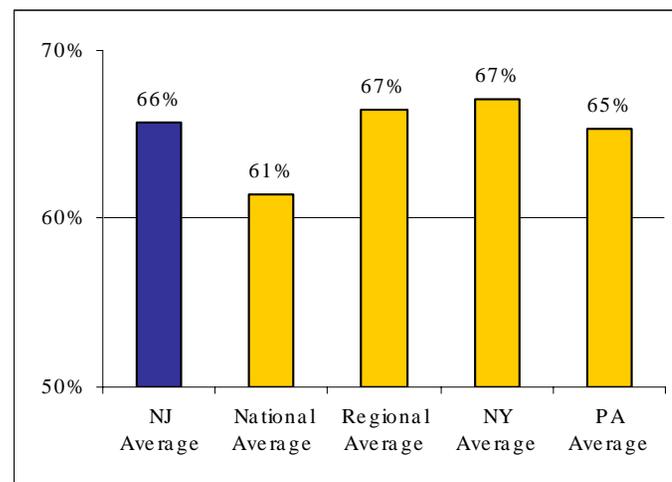
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	66%	
Aetna	70%	●
AmeriHealth	65%	◐
CIGNA	71%	●
Health Net	66%	◐
Horizon	77%	●
Oxford	69%	◐
United	43%	○
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Cholesterol Management After Acute Cardiovascular Events for LDL-C Levels for the Year 2003.

National	Regional	NY	PA
○	◐	◐	◐



Four -Year Trends

State	2000	2001	2002	2003
New Jersey	38%	57%	62%	66%
Nation	45%	53%	59%	61%
Region (NJ, NY & PA)	47%	59%	65%	67%
New York	44%	59%	65%	67%
Pennsylvania	53%	61%	66%	65%

Comprehensive Diabetes Care

The percent of members with diabetes (type 1 and type 2) age 18 to 75 years, continuously enrolled during the measurement year 2002 and who had:

- ↳ Blood Sugar Testing (glyco-hemoglobin test HbA1c)
- ↳ Poor HbA1c Control
- ↳ Eye Exams for Diabetic Retinal Disease
- ↳ LDL-C Screening
- ↳ LDL-C Level Control
- ↳ Kidney Disease (nephropathy) Monitored

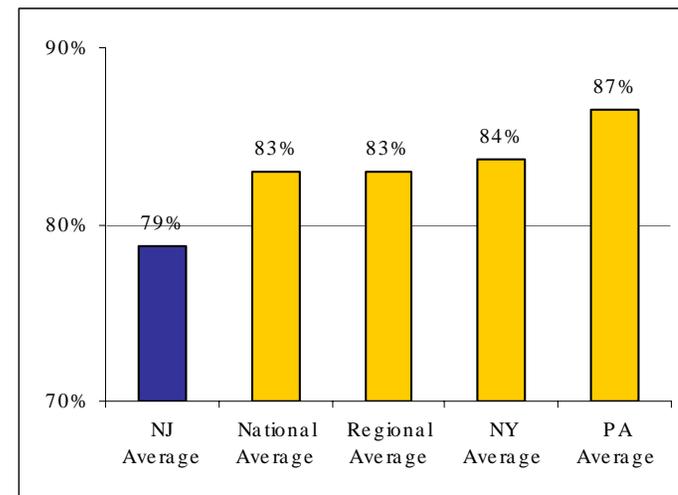
Comprehensive Diabetes Care: Blood Sugar Testing (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	79%	
Aetna	75%	●
AmeriHealth	80%	●
CIGNA	82%	●
Health Net	80%	●
Horizon	83%	●
Oxford	80%	●
United	74%	○
WellChoice	76%	●

●	Higher than the New Jersey health plan average
●	About the same as New Jersey health plan average
○	Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for Blood Sugar Testing for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Four-Year Trends

State	2000	2001	2002	2003
New Jersey	70%	71%	78%	79%
Nation	75%	78%	81%	83%
Region (NJ, NY & PA)	78%	80%	83%	83%
New York	79%	80%	83%	84%
Pennsylvania	81%	85%	85%	87%

Comprehensive Diabetes Care, Continued from previous page....

Comprehensive Diabetes Care: Poor HbA1c Control
(Data Year 2002)

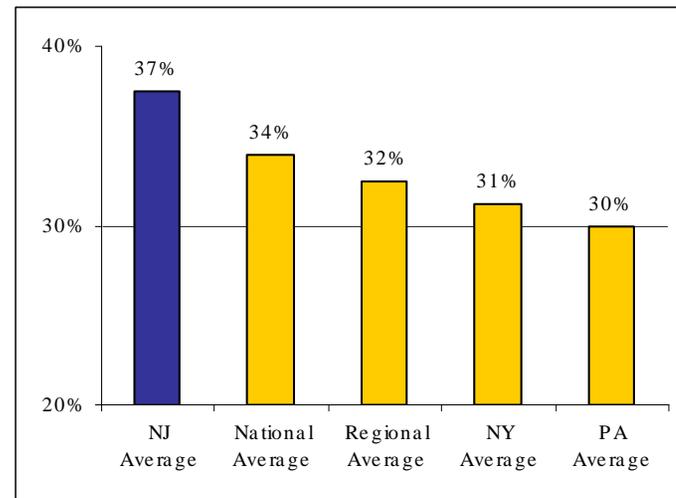
Health Plan	Rate*	Individual Plan Compared to State Average*
NJ State Average	37%	
Aetna	40%	●
AmeriHealth	27%	○
CIGNA	33%	●
Health Net	37%	●
Horizon	32%	○
Oxford	33%	●
United	52%	●
WellChoice	45%	●

* Unlike other HEDIS measures, a lower rate indicates better performance; therefore, plans that score below the average are better performers.

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for Poor HbA1c Control for the Year 2003.*

National	Regional	NY	PA
○	○	○	○



Three –Year Trends

State	2001	2002	2003
New Jersey	52%	44%	37%
Nation	43%	37%	34%
Region (NJ, NY & PA)	39%	34%	32%
New York	38%	33%	31%
Pennsylvania	31%	30%	30%

Comprehensive Diabetes Care, Continued from previous page.....

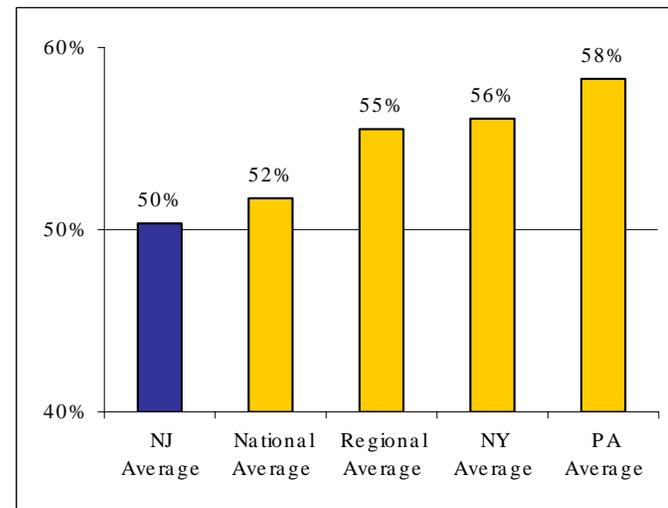
Comprehensive Diabetes Care: Eye Exams
(Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	50%	
Aetna	53%	●
AmeriHealth	54%	●
CIGNA	56%	●
Health Net	50%	●
Horizon	66%	●
Oxford	49%	●
United	37%	○
WellChoice	38%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for Eye Exams for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Four – Year Trends

State	2000	2001	2002	2003
New Jersey	38%	43%	51%	50%
Nation	45%	48%	52%	52%
Region (NJ, NY & PA)	50%	54%	57%	55%
New York	57%	55%	58%	56%
Pennsylvania	47%	57%	59%	58%

Comprehensive Diabetes Care, Continued from previous page.....

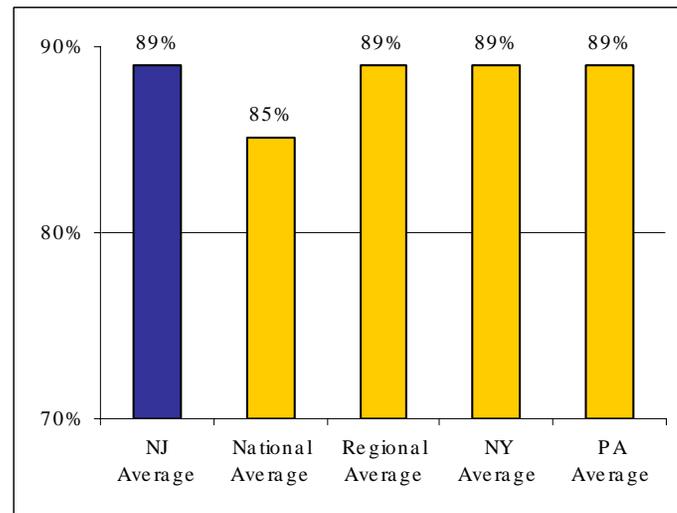
Comprehensive Diabetes Care: LDL-C Screening
(Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	89%	
Aetna	86%	●
AmeriHealth	90%	●
CIGNA	91%	●
Health Net	88%	●
Horizon	90%	●
Oxford	93%	●
United	85%	○
WellChoice	88%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for LDL-C Screening for the Year 2003.

National	Regional	NY	PA
○	●	●	●



Three –Year Trends

State	2001	2002	2003
New Jersey	77%	84%	89%
Nation	77%	81%	85%
Region (NJ, NY & PA)	81%	85%	89%
New York	82%	85%	89%
Pennsylvania	83%	86%	89%

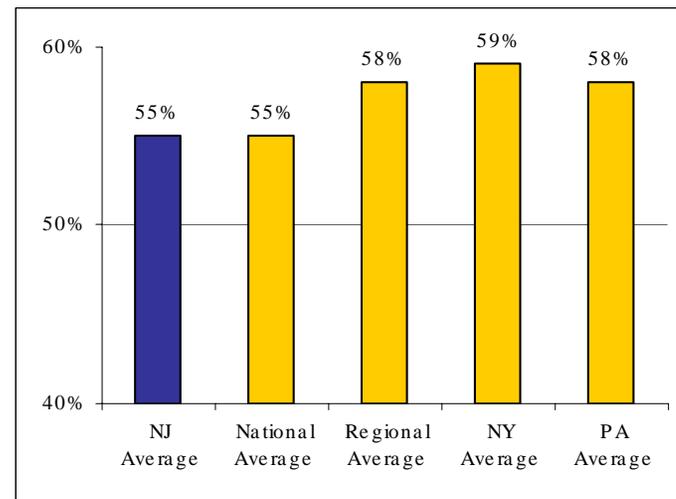
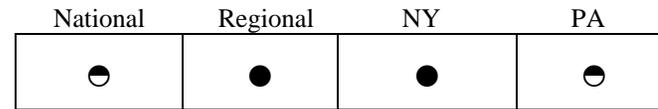
Comprehensive Diabetes Care, Continued from previous page.....

Comprehensive Diabetes Care: LDL-C Level
(Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	55%	
Aetna	56%	◐
AmeriHealth	60%	●
CIGNA	56%	◐
Health Net	58%	◐
Horizon	65%	●
Oxford	56%	◐
United	41%	○
WellChoice	45%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for LDL-C Level for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	44%	51%	55%
Nation	44%	50%	55%
Region (NJ, NY & PA)	49%	54%	58%
New York	50%	54%	59%
Pennsylvania	53%	57%	58%

Comprehensive Diabetes Care, Continued from previous page.....

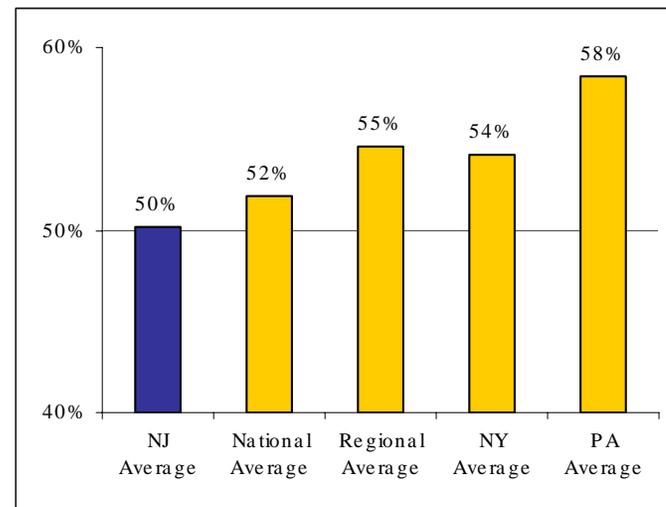
Comprehensive Diabetes Care: Kidney Disease (nephropathy) Monitored (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	50%	
Aetna	53%	●
AmeriHealth	54%	●
CIGNA	55%	●
Health Net	53%	●
Horizon	51%	●
Oxford	50%	●
United	44%	○
WellChoice	43%	○

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Comprehensive Diabetes Care for Kidney Disease for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	36%	44%	50%
Nation	41%	46%	52%
Region (NJ, NY & PA)	44%	49%	55%
New York	43%	47%	54%
Pennsylvania	50%	55%	58%

Use of Appropriate Medications for People with Asthma Ages 5-56

Percent of members 5-56 years of age during measurement year, continuously enrolled during the year 2002, identified as having persistent asthma, who had at least one dispensed prescription for asthma medication. Reported for each of three age stratifications and as a combined rate:

- ↳ 5-9 Years Old
- ↳ 10-17 Years Old
- ↳ 18-56 Years Old
- ↳ 5-56 Combined Rate

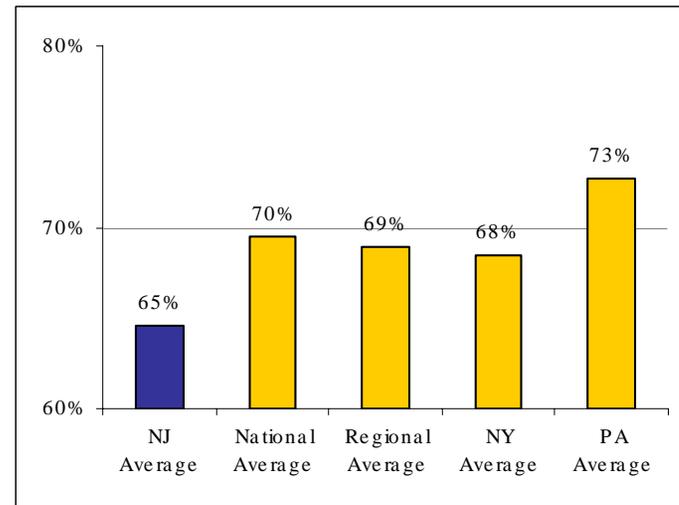
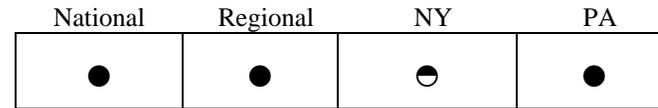
Use of Appropriate Medications for Children with Asthma Ages 5-9 (Data Year 2002)

Health Plan	Rate: Age 5-9	Individual Plan Compared to State Average
NJ State Average	65%	
Aetna	63%	●
AmeriHealth	66%	●
CIGNA	63%	●
Health Net	65%	●
Horizon	NR	NR
Oxford	66%	●
United	64%	●
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

● Higher than the New Jersey health plan average
● About the same as New Jersey health plan average
○ Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Asthma for Children Ages 5-9 for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	58%	61%	65%
Nation	61%	66%	70%
Region (NJ, NY & PA)	62%	67%	69%
New York	62%	67%	68%
Pennsylvania	64%	69%	73%

**Use of Appropriate Medications for People with Asthma
Ages 5-56, Continued from previous page.....**

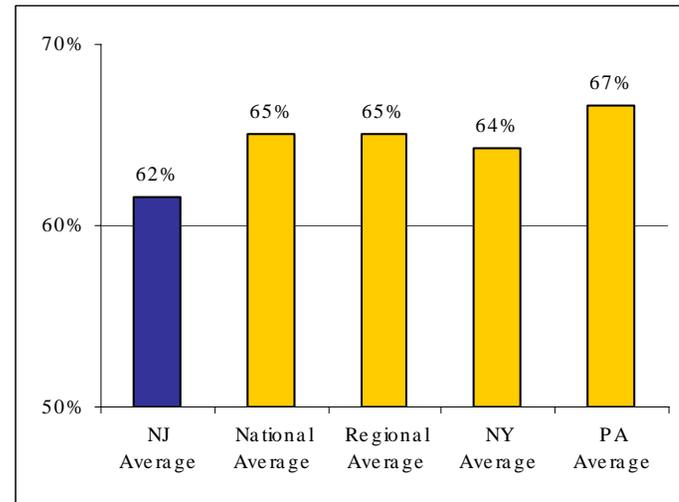
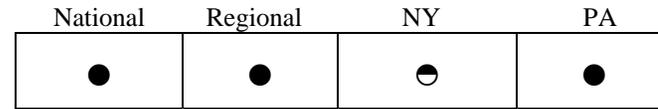
**Use of Appropriate Medications for Children with Asthma
Ages 10-17 (Data Year 2002)**

Health Plan	Rate: Age 10-17	Individual Plan Compared to State Average
NJ State Average	62%	
Aetna	63%	●
AmeriHealth	67%	●
CIGNA	55%	○
Health Net	64%	●
Horizon	NR	NR
Oxford	59%	●
United	60%	●
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Asthma for Children Ages 10-17 for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	57%	59%	62%
Nation	60%	62%	65%
Region (NJ, NY & PA)	60%	63%	65%
New York	60%	63%	64%
Pennsylvania	61%	65%	67%

**Use of Appropriate Medications for People with Asthma
Ages 5-56, Continued from previous page.....**

**Use of Appropriate Medications for Adults with Asthma
Ages 18-56 (Data Year 2002)**

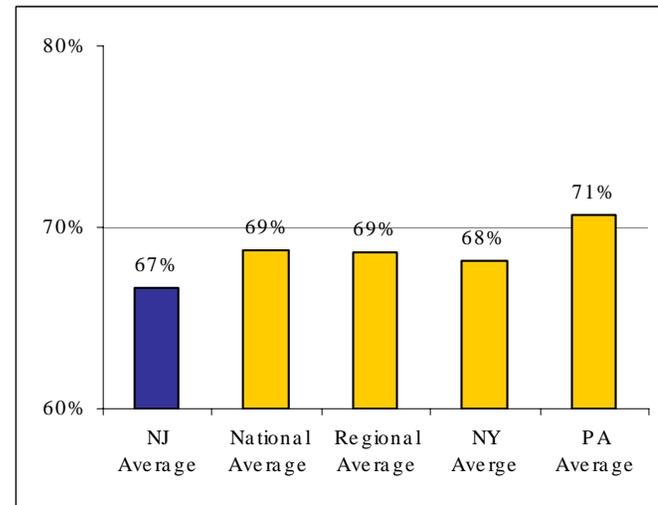
Health Plan	Rate: Age 18-56	Individual Plan Compared to State Average
NJ State Average	67%	
Aetna	68%	○
AmeriHealth	68%	○
CIGNA	64%	○
Health Net	71%	●
Horizon	NR	NR
Oxford	64%	○
United	65%	○
WellChoice	67%	○

NR – Not Reported

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Asthma for Adults Ages 18-56 for the Year 2003.

National	Regional	NY	PA
○	○	○	●



Three – Year Trends

State	2001	2002	2003
New Jersey	60%	64%	67%
Nation	64%	67%	69%
Region (NJ, NY & PA)	65%	67%	69%
New York	65%	68%	68%
Pennsylvania	65%	66%	71%

**Use of Appropriate Medications for People with Asthma
Ages 5-56, Continued from previous page.....**

**Use of Appropriate Medications for people with Asthma
Ages 5-56 (Data Year 2002)**

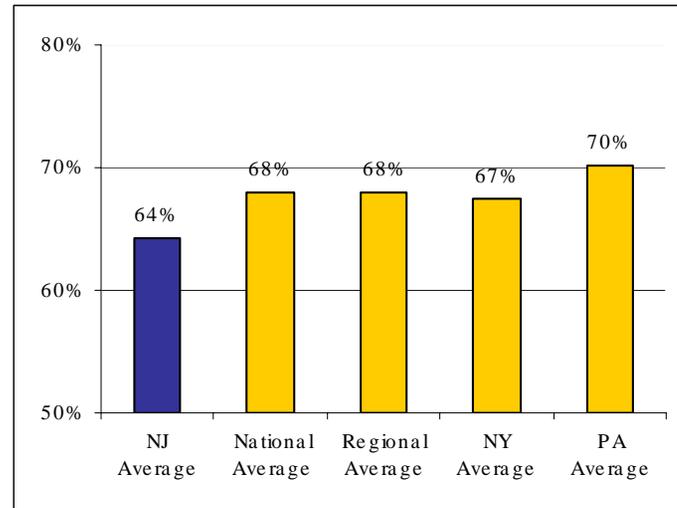
Health Plan	Rate: Combined 5-56	Individual Plan Compared to State Average
NJ State Average	64%	
Aetna	66%	●
AmeriHealth	67%	●
CIGNA	62%	○
Health Net	69%	●
Horizon	NR	NR
Oxford	63%	○
United	64%	○
WellChoice	58%	○

NR – Not Reported

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Combined rate of Asthma for Ages 5-56 for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	58%	62%	64%
Nation	63%	66%	68%
Region (NJ, NY & PA)	63%	66%	68%
New York	64%	67%	67%
Pennsylvania	64%	66%	70%

Follow-Up After Hospitalization for Mental Illness

The percent of members six years and older (on date of hospital discharge) who were hospitalized in an acute care facility for treatment of selected mental health disorders, continuously enrolled for 30 days after discharge, who were seen by a mental health provider within 30 days for follow-up and who had an ambulatory or day/night mental health visit within 7 days of hospital discharge:

- Within 30 Days After Hospital Discharge
- Within 7 Days After Hospital Discharge

Follow-Up After Hospitalization for Mental Illness: Within 30 Days After Hospital Discharge (Data Year 2002)

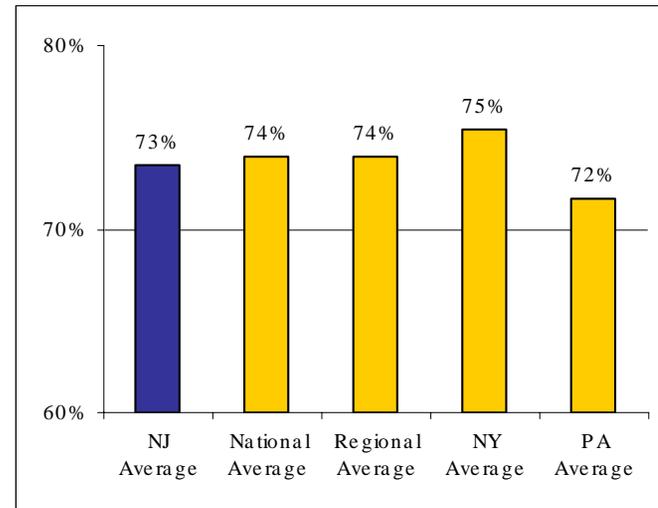
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	73%	
Aetna	79%	●
AmeriHealth	70%	◐
CIGNA	74%	◐
Health Net	72%	◐
Horizon	87%	●
Oxford	72%	◐
United	60%	○
WellChoice	NA	NA

NA – Not Applicable

●	Higher than the New Jersey health plan average
◐	About the same as New Jersey health plan average
○	Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Follow-Up After Hospitalization for Mental Illness: Within 30 Days After Hospital Discharge for the Year 2003.

National	Regional	NY	PA
◐	◐	◐	◐



Four -Year Trends

State	2000	2001	2002	2003
New Jersey	69%	68%	70%	73%
Nation	70%	71%	73%	74%
Region (NJ, NY & PA)	68%	73%	76%	74%
New York	67%	76%	80%	75%
Pennsylvania	67%	71%	74%	72%

Follow-Up After Hospitalization for Mental Illness,
Continued from previous page

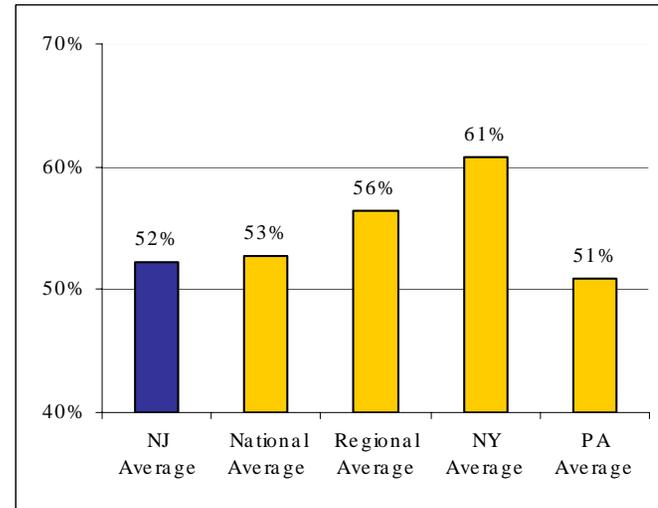
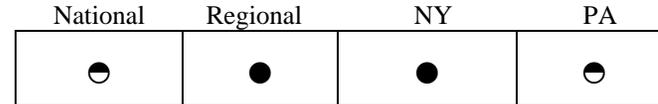
Follow-Up After Hospitalization for Mental Illness: Within 7 Days After Hospital Discharge (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	52%	
Aetna	58%	●
AmeriHealth	49%	◐
CIGNA	55%	◐
Health Net	47%	○
Horizon	59%	●
Oxford	52%	◐
United	46%	◐
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Follow-Up After Hospitalization for Mental Illness: Within 7 Days After Hospital Discharge for the Year 2003.



Three -Year Trends

State	2001	2002	2003
New Jersey	47%	49%	52%
Nation	48%	51%	53%
Region (NJ, NY & PA)	51%	55%	56%
New York	56%	61%	61%
Pennsylvania	47%	50%	51%

Antidepressant Medication Management

Percent of members 18 and older as of the 120th day of the measurement year 2002 and who were diagnosed with a new episode of depression, treated with antidepressant medications, and who had at least 3 follow-up contacts with a licensed primary care or mental health practitioner during 84 day acute treatment phase:

- Optimal Practitioner Contacts for Medication Management
- Effective Acute Phase Treatment
- Effective Continuation Phase Treatment

Antidepressant Medication Management: Optimal Practitioner Contacts (Data Year 2002)

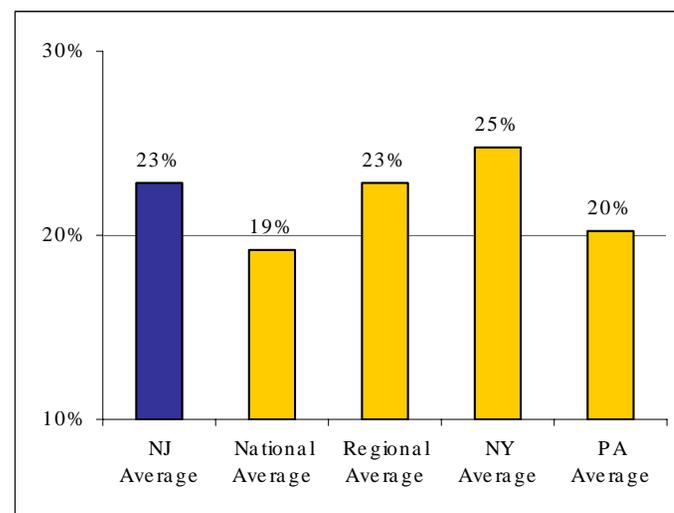
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	23%	
Aetna	21%	●
AmeriHealth	11%	○
CIGNA	28%	●
Health Net	26%	●
Horizon	24%	●
Oxford	24%	●
United	26%	●
WellChoice	NA	NA

NA – Not Applicable

●	Higher than the New Jersey health plan average
●	About the same as New Jersey health plan average
○	Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Antidepressant Medication Management: Optimal Practitioner Contacts for the Year 2003.

National	Regional	NY	PA
○	●	●	●



Three Year Trends

State	2001	2002	2003
New Jersey	NR	22%	23%
Nation	NR	20%	19%
Region (NJ, NY & PA)	NR	24%	23%
New York	NR	26%	25%
Pennsylvania	NR	22%	20%

Antidepressant Medication Management, Continued from previous page.....

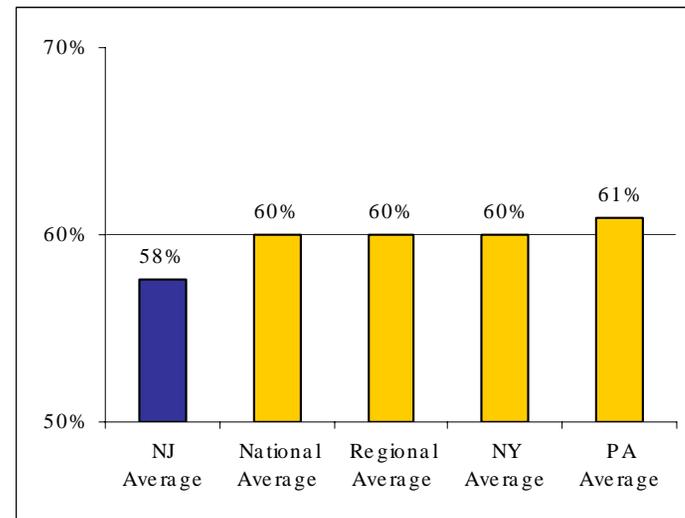
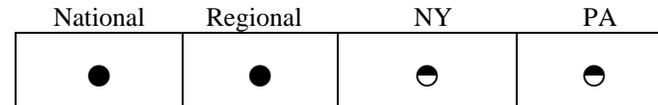
Antidepressant Medication Management: Effective Acute Phase Treatment (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	58%	
Aetna	59%	●
AmeriHealth	66%	●
CIGNA	55%	●
Health Net	58%	●
Horizon	47%	○
Oxford	56%	●
United	61%	●
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Antidepressant Medication Management: Effective Acute Phase Treatment for the Year 2003.



Three –Year Trends

State	2001	2002	2003
New Jersey	NR	56%	58%
Nation	NR	57%	60%
Region (NJ, NY & PA)	NR	59%	60%
New York	NR	59%	60%
Pennsylvania	NR	60%	61%

NR – Not Reported

Antidepressant Medication Management, Continued from previous page.....

Antidepressant Medication Management: Effective Continuation Phase Treatment (Data Year 2002)

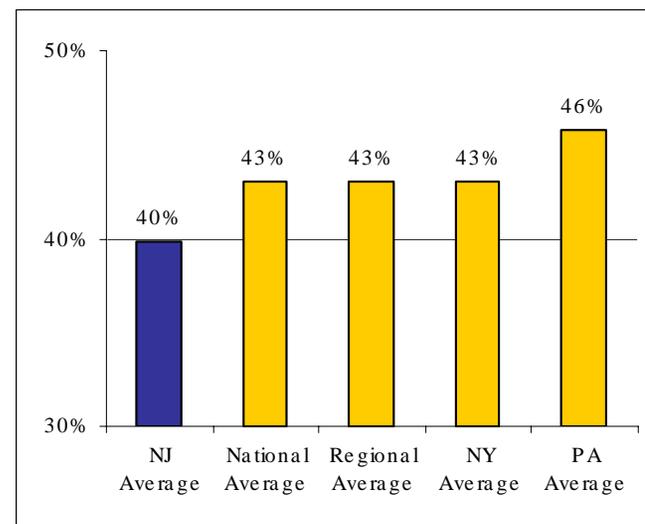
HMO	Rate	Individual Plan Compared to State Average
NJ State Average	40%	
Aetna	42%	●
AmeriHealth	44%	●
CIGNA	34%	○
Health Net	45%	●
Horizon	28%	○
Oxford	40%	●
United	46%	●
WellChoice	NA	NA

NA – Not Applicable

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Effective Continuation Phase Treatment for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	NR	40%	40%
Nation	NR	40%	43%
Region (NJ, NY & PA)	NR	42%	43%
New York	NR	42%	43%
Pennsylvania	NR	44%	46%

NR – Not Reported

D. Access/Availability of Care

Access/Availability of Care
Comparison of NJ Statewide Averages for HEDIS Measures, 2002 - 2003

HEDIS Measure	2002 Rate	2003 Rate	Change	Significance*
Adults' Access to Preventive/Ambulatory Health Services, Ages 20-44	87%	91%	4%	↑ improved
Adults' Access to Preventive/Ambulatory Health Services, Ages 45-64	90%	92%	2%	↑ improved
Adults' Access to Preventive/Ambulatory Health Services, Ages 65+	93%	95%	2%	↑ improved
Childrens' Access to Primary Care Practitioners, Ages 12-24 Months	95%	96%	1%	↑ improved
Childrens' Access to Primary Care Practitioners, Ages 25 Months to 6 Years	87%	90%	3%	↑ improved
Childrens' Access to Primary Care Practitioners, Ages 7-11 Years	87%	91%	4%	↑ improved
Timeliness of Prenatal Care	87%	89%	2%	↑ improved

* Differences are statistically significant at the 0.05 level

Adults Access to Preventive /Ambulatory Health Services

The percentage of enrollees age 20-44, 45-64 and 65 years and older as of December 31 of the measurement year (each cohort reported separately) and who had an ambulatory or preventive care visit.

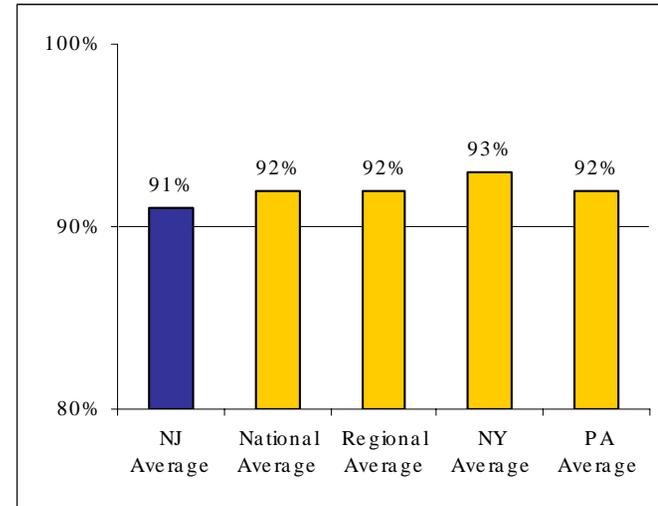
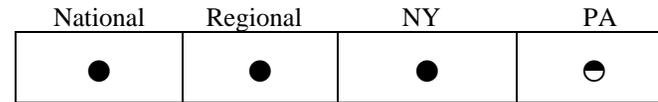
Ambulatory Care Visits: Ages 20-44 (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	91%	
Aetna	92%	●
AmeriHealth	90%	○
CIGNA	92%	●
Health Net	94%	●
Horizon	NR	NR
Oxford	93%	●
United	91%	◐
WellChoice	86%	○

NR – Not Reported

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits: Ages 20-44 for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	85%	87%	91%
Nation	90%	92%	92%
Region (NJ, NY & PA)	90%	91%	92%
New York	92%	92%	93%
Pennsylvania	91%	92%	92%

Adults Access to Preventive/Ambulatory Health Services:
Continued from previous page

Ambulatory Care Visits: Ages 45-64
(Data Year 2002)

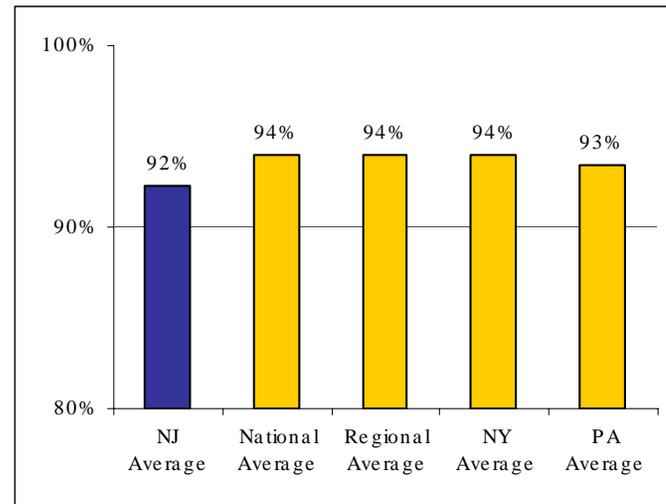
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	92%	
Aetna	93%	●
AmeriHealth	92%	○
CIGNA	92%	◐
Health Net	94%	●
Horizon	NR	NR
Oxford	93%	●
United	93%	◐
WellChoice	88%	○

NR – Not Reported

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits: Ages 45-64 for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	85%	90%	92%
Nation	93%	94%	94%
Region (NJ, NY & PA)	92%	93%	94%
New York	93%	94%	94%
Pennsylvania	93%	93%	93%

Adults Access to Preventive/Ambulatory Health Services:
Continued from previous page.....

**Ambulatory Care Visits: Ages 65+
(Data Year 2002)**

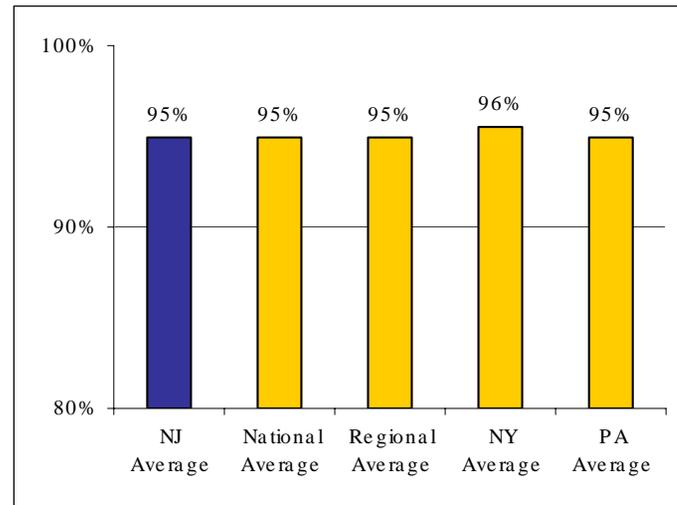
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	95%	
Aetna	95%	●
AmeriHealth	93%	○
CIGNA	93%	○
Health Net	96%	●
Horizon	NR	NR
Oxford	95%	◐
United	96%	●
WellChoice	NA	NA

NR – Not Reported, NA – Not Applicable

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits: Ages 65+ for the Year 2003.

National	Regional	NY	PA
●	◐	◐	◐



Three – Year Trends

State	2001	2002	2003
New Jersey	92%	93%	95%
Nation	93%	95%	95%
Region (NJ, NY & PA)	93%	94%	95%
New York	93%	94%	96%
Pennsylvania	94%	95%	95%

Ambulatory Care Visits\Children’s Access to Primary Care Provider

The percentage of enrollees age 12 months to 11 years as of December 31, of the measurement year and who had a visit with an MCO Primary Care provider in the measurement year. The age groups are divided into three cohorts:

- ↳ 12 to 24 months as of December 31 of the measurement year and no more than one gap in enrollment of up to 45 days during the measurement year.
- ↳ 25 months to six years as of December 31 of the measurement year and no more than one gap in enrollment of up to 45 days during the measurement year.
- ↳ 7 to 11 years as of December 31 of the measurement year (for example: born on or between January 1, 1991 - December 31, 1995) and no more than one gap in enrollment of up to 45 days during each year of continuous enrollment.

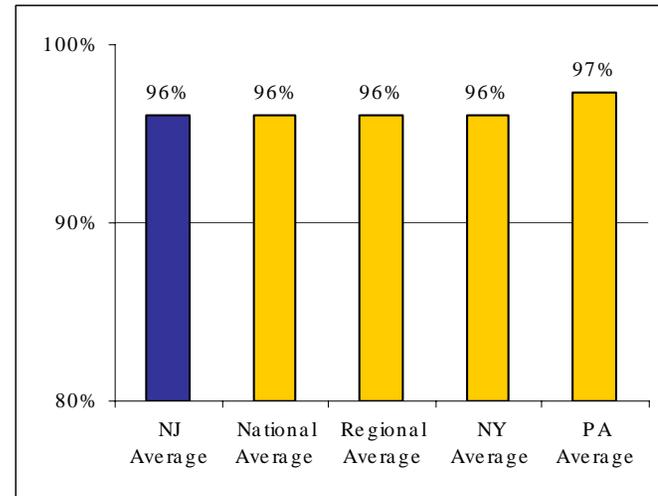
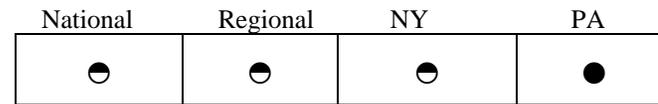
Ambulatory CareVisits : Age 12 –24 Months (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	96%	
Aetna	96%	○
AmeriHealth	95%	○
CIGNA	96%	○
Health Net	97%	●
Horizon	NR	NR
Oxford	98%	●
United	95%	○
WellChoice	93%	○

NR – Not Reported

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory CareVisits : Age 12-24 Months for the Year 2003.



Three – Year Trends

State	2001	2002	2003
New Jersey	90%	95%	96%
Nation	92%	95%	96%
Region (NJ, NY & PA)	94%	96%	96%
New York	96%	96%	96%
Pennsylvania	96%	97%	97%

Ambulatory Care Visits\Children’s Access to Primary Care Provider: Continued from previous page.....

Ambulatory Care Visits : Age 25 Months to 6 Years
(Data Year 2002)

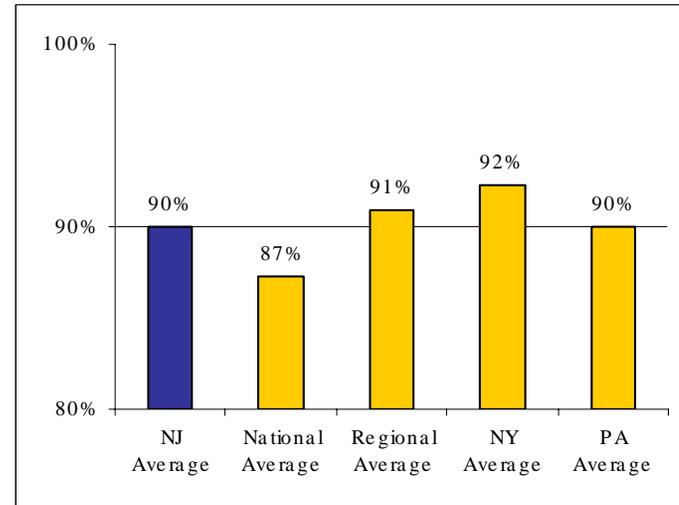
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	90%	
Aetna	87%	○
AmeriHealth	86%	○
CIGNA	91%	●
Health Net	93%	●
Horizon	NR	NR
Oxford	93%	●
United	91%	◐
WellChoice	91%	◐

NR – Not Reported

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits : Age 25 Months to 6 Years for the Year 2003.

National	Regional	NY	PA
○	◐	●	◐



Three – Years Trends

State	2001	2002	2003
New Jersey	81%	87%	90%
Nation	82%	86%	87%
Region (NJ, NY & PA)	87%	90%	91%
New York	91%	92%	92%
Pennsylvania	87%	89%	90%

Ambulatory Care Visits \ Children’s Access to Primary Care Provider: Continued from previous page.....

Ambulatory Care Visits : Age 7-11 Years
(Data Year 2002)

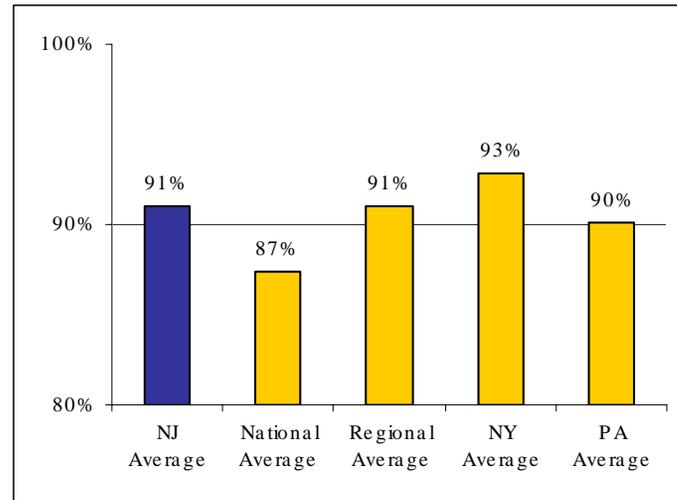
Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	91%	
Aetna	87%	○
AmeriHealth	87%	○
CIGNA	92%	●
Health Net	94%	●
Horizon	NR	NR
Oxford	94%	●
United	93%	●
WellChoice	89%	◐

NR – Not Reported

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Ambulatory Care Visits : Age 7-11 Years for the Year 2003.

National	Regional	NY	PA
○	◐	●	◐



Three – Year Trends

State	2001	2002	2003
New Jersey	85%	87%	91%
Nation	84%	86%	87%
Region (NJ, NY & PA)	89%	90%	91%
New York	91%	92%	93%
Pennsylvania	89%	89%	90%

Prenatal and Postpartum Care

The percentage of women who delivered a live birth between November 6, 2001 and November 5, 2002 and who were continuously enrolled at least 43 days prior to delivery through 56 days after delivery. This measure includes two rates:

- ↳ Timeliness of Prenatal Care - The percentage of women who received a prenatal care visit as a member of the MCO in the first trimester or within 42 days of enrollment in the health plan.
- ↳ Postpartum Care - The percentage of women who had a postpartum visit on or between 21 days and 56 days after delivery.

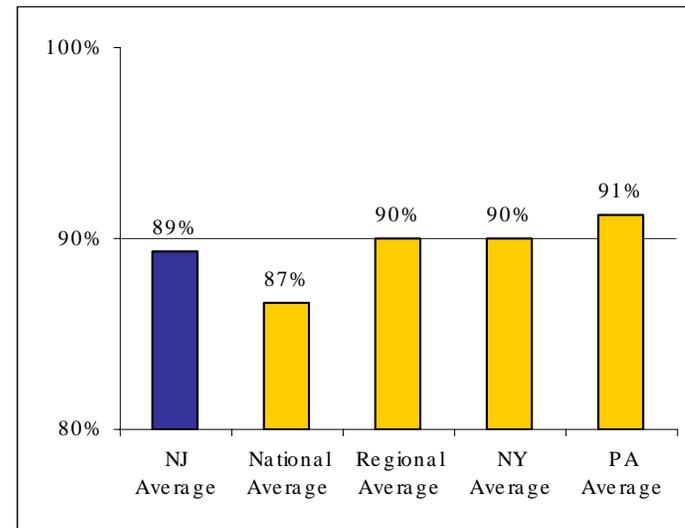
Timeliness of Prenatal Care (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	89%	
Aetna	85%	○
AmeriHealth	93%	●
CIGNA	93%	●
Health Net	92%	●
Horizon	93%	●
Oxford	90%	●
United	77%	○
WellChoice	91%	●

- Higher than the New Jersey health plan average
- About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Timeliness of Prenatal Care for the Year 2003.

National	Regional	NY	PA
●	●	●	●



Three – Year Trends

State	2001	2002	2003
New Jersey	87%	87%	89%
Nation	83%	85%	87%
Region (NJ, NY & PA)	88%	89%	90%
New York	88%	89%	90%
Pennsylvania	89%	89%	91%

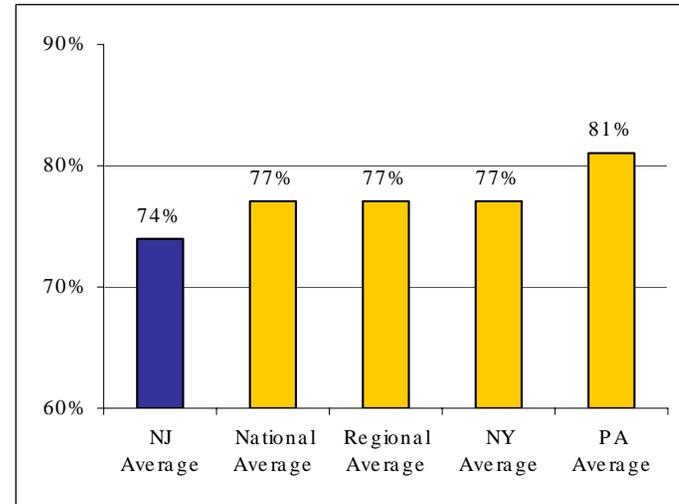
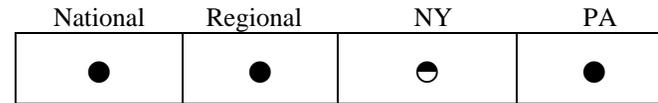
Prenatal and Postpartum Care: Continued from previous page.....

Postpartum Care
(Data Year 2002)

HMO	Rate	Individual Plan Compared to State Average
NJ State Average	74%	
Aetna	68%	○
AmeriHealth	80%	●
CIGNA	83%	●
Health Net	76%	◐
Horizon	84%	●
Oxford	71%	◐
United	61%	○
WellChoice	69%	◐

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Postpartum Care for the Year 2003.



Four – Year Trends

State	2000	2001	2002	2003
New Jersey	69%	69%	73%	74%
Nation	72%	74%	77%	77%
Region (NJ, NY & PA)	76%	78%	78%	77%
New York	76%	78%	78%	77%
Pennsylvania	77%	82%	81%	81%

E. Use of Services

Use of Services
Comparison of NJ Statewide Averages for HEDIS Measures, 2002 - 2003

HEDIS Measure	2002 Rate	2003 Rate	Change	Significance*
Well-Child Visits in the First 15 Months of Life	66%	73%	7%	↑ improved
Well-Child Visits in the 3rd, 4th, 5th & 6th Years	70%	73%	3%	↑ improved
Adolescent Well-Care Visits - Ages 12-21	42%	47%	5%	↑ improved

* Differences are statistically significant at the 0.05 level

Well-Child Visits in the First 15 Months of Life

The percentage of enrolled members who turned 15 months old during the measurement year and were continuously enrolled in the MCO from age 31 days, and who received six or more well-child visits with a primary care practitioner during their first 15 months of life.

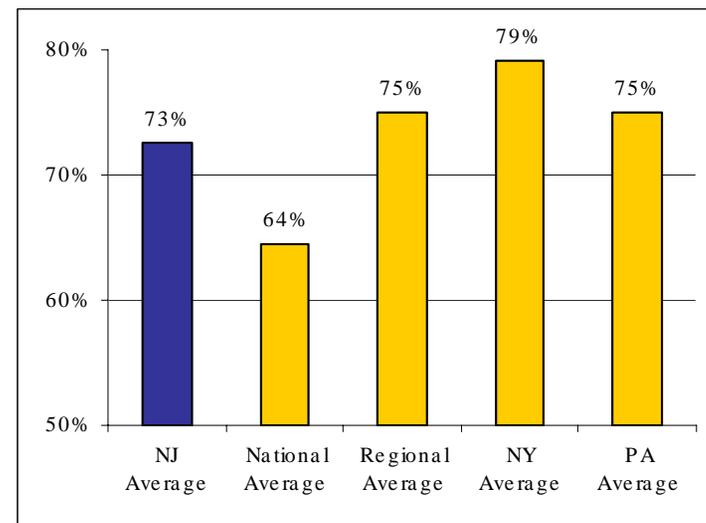
Well-Child Visits in the First 15 Months of Life (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	73%	
Aetna	52%	○
AmeriHealth	77%	●
CIGNA	72%	◐
Health Net	82%	●
Horizon	81%	●
Oxford	74%	◐
United	73%	◐
WellChoice	69%	◐

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Well-Child Visits in the First 15 Months of Life for the Year 2003.

National	Regional	NY	PA
○	●	●	◐



Three – Year Trends

State	2001	2002	2003
New Jersey	58%	67%	73%
Nation	55%	60%	64%
Region (NJ, NY & PA)	70%	72%	75%
New York	73%	75%	79%
Pennsylvania	72%	71%	75%

Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life

The percentage of members who were age three to six years as of December 31 of the measurement year and continuously enrolled during the measurement year, and who received one or more well- child visits with a primary care practitioner during the measurement year.

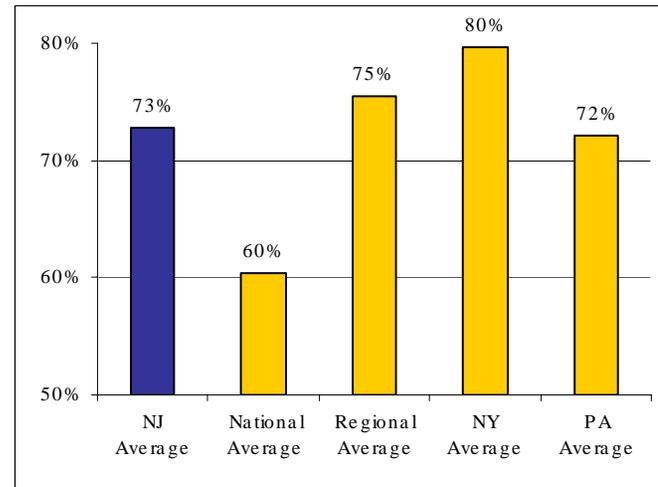
Well-Child Visits Ages 3-6 (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	73%	
Aetna	66%	○
AmeriHealth	68%	○
CIGNA	71%	○
Health Net	80%	●
Horizon	80%	●
Oxford	77%	●
United	71%	◐
WellChoice	70%	◐

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Well-Child Visits Age 3-6 Years for the Year 2003.

National	Regional	NY	PA
○	●	●	◐



Three -Year Trends

State	2001	2002	2003
New Jersey	62%	70%	73%
Nation	54%	57%	60%
Region (NJ, NY & PA)	68%	74%	75%
New York	74%	77%	80%
Pennsylvania	67%	71%	72%

Adolescent Well-Care Visits

Percentage of enrolled members age 12-21 years as of December 31, 2002, continuously enrolled during the measurement year and who had at least one comprehensive well-care visit with a primary care practitioner or an OB/GYN practitioner during the measurement year.

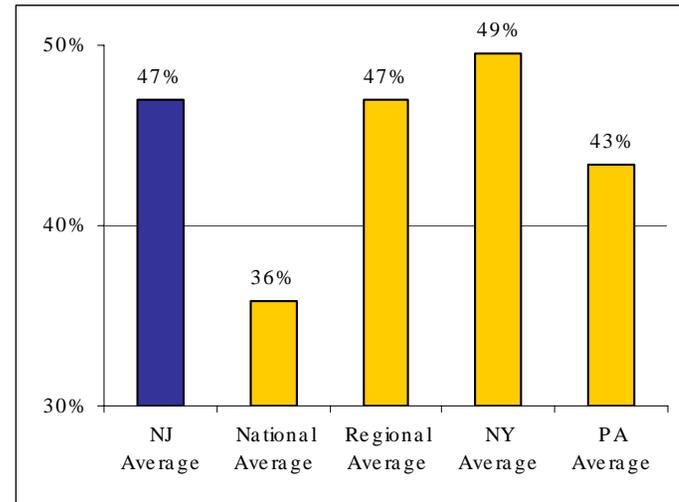
Adolescent Well-Care Visits (Data Year 2002)

Health Plan	Rate	Individual Plan Compared to State Average
NJ State Average	47%	
Aetna	42%	○
AmeriHealth	41%	○
CIGNA	45%	○
Health Net	52%	●
Horizon	64%	●
Oxford	51%	●
United	46%	◐
WellChoice	38%	○

- Higher than the New Jersey health plan average
- ◐ About the same as New Jersey health plan average
- Lower than the New Jersey health plan average

New Jersey HMO Performance Compared with National, Regional, and Neighboring States for Adolescent Well-Care Visits for the Year 2003.

National	Regional	NY	PA
○	◐	◐	○



Three -Year Trends

State	2001	2002	2003
New Jersey	36%	42%	47%
Nation	31%	33%	36%
Region (NJ, NY & PA)	41%	45%	47%
New York	44%	46%	49%
Pennsylvania	42%	44%	43%

Inpatient Utilization – General Hospital/Acute Care

This measure summarizes utilization of acute inpatient services in the following categories:

- ↳ Total services
- ↳ Medicine
- ↳ Surgery
- ↳ Maternity

However, non-acute care, Mental Health, Chemical Dependency services and newborn services are excluded.

Health Plan	Discharge/ 1000 members				Average Length of Stay (Days)			
	Total	Medicine	Surgery	Maternity	Total	Medicine	Surgery	Maternity
NJ State Average	59.8	24.7	19.3	15.0	3.9	3.8	4.6	2.9
Aetna	62.2	27.0	21.1	14.1	3.9	3.8	4.7	2.9
AmeriHealth	63.0	23.3	25.2	14.5	3.8	3.6	4.6	2.9
CIGNA	57.7	26.1	16.4	15.0	3.7	3.5	4.5	3.0
Health Net	55.2	20.4	18.7	16.1	3.8	3.7	4.7	2.8
Horizon	59.0	21.4	13.4	15.2	3.9	3.6	4.3	2.9
Oxford	60.6	24.0	19.5	17.1	4.1	4.1	4.9	3.1
United	54.4	25.0	15.2	14.2	3.7	3.8	4.3	2.9
WellChoice	52.7	21.6	14.7	16.4	4.0	4.3	5.2	2.7

New Jersey Performance Compared with National, Regional and Neighboring States for Inpatient Utilization – General Hospital / Acute Care for the Year 2003

Health Plan	Total	Medicine	Surgery	Maternity	Total	Medicine	Surgery	Maternity
NJ Average	59.8	24.7	19.3	15.0	3.9	3.8	4.6	2.9
National Average	55.5	23.7	18.9	14.0	3.7	3.6	4.5	2.7
Regional Average	57.8	24.5	19.1	13.6	3.9	3.8	4.8	2.8
NY Average	55.5	23.9	17.5	13.5	4.1	4.1	5.1	2.9
PA Average	60.3	25.6	22.1	12.4	3.6	3.4	4.4	2.6

Ambulatory Care

This measure summarizes utilization of ambulatory services in the following categories:

- ↳ Outpatient Visits include after-hours, non-emergency urgent care, nursing home visits, and office-based surgical procedures. Outpatient Visits exclude inpatient stays, emergency room visits, and mental health and chemical dependency services.
- ↳ Emergency Department Visits include each visit to an ED that does not result in an inpatient stay, regardless of the intensity of care required during the stay or the length of stay.
- ↳ Ambulatory Surgery/Procedures are performed in a hospital outpatient facility or freestanding surgery center. Office-based surgeries/procedures are not counted in this category.
- ↳ Observation Room Stays include each stay in an observation room that does not result in an inpatient stay, regardless of the intensity of care required during the stay or the length of time spent.

Ambulatory Care Visits (Data Year 2002)

Health Plan	Outpatient Visits/1000 Member Years	Emergency Dept. Visits/1000 Member Years	Ambulatory Surgery /1000 Member Years	Observation Room/1000 Member Years
NJ State Average	3450.7	169.6	97.6	3.6
Aetna	3676.6	172.5	93.3	4.1
AmeriHealth	2851.2	157.4	110.7	5.4
CIGNA	3941.9	190.2	93.1	NR
Health Net	3916.6	171.4	94.1	2.8
Horizon	NR	134.7	92.6	5.1
Oxford	4258.1	171.1	111.7	5.0
United	3736.0	156.5	109.9	2.6
WellChoice	3071.6	142.6	80.7	3.3

NR – Not Reported

New Jersey Performance Compared with National, Regional and Neighboring States for Ambulatory Care Visits for the Year 2003

	Outpatient Visits/1000 Member Years	Emergency Dept. Visits/1000 Member Years	Ambulatory Surgery /1000 Member Years	Observation Room /1000 Member Years
NJ Average	3450.7	169.6	97.6	3.6
National Average	3520.2	182.6	101.0	8.6
Regional Average	3772.0	169.2	100.3	4.8
NY Average	4129.2	155.4	98.4	3.9
PA Average	3296.4	192.2	105.7	6.7

Maternity Care – Discharges and Length of Stay

This measure summarizes utilization information on maternity-related care for enrolled females who had live births during the measurement year. This information is reported for total deliveries, vaginal deliveries and Cesarean section (C-section) deliveries during the reporting year and how long the women stayed in the hospital after delivery.

Maternity Care – Discharges and Length of Stay (Data Year 2002)

Health Plan	Discharge /1000 Female Members			Average Length of Stay (Days)		
	Discharges	Vaginal	Cesarean	Deliveries	Vaginal	Cesarean
NJ State Average	25.3	17.2	8.1	2.9	2.4	4.1
Aetna	24.6	16.7	7.9	3.0	2.4	4.2
AmeriHealth	21.0	13.9	7.1	2.9	2.4	3.9
CIGNA	26.3	17.7	8.5	3.0	2.3	4.3
Health Net	28.1	19.7	8.4	2.8	2.3	4.1
Horizon	21.3	14.2	7.1	2.9	2.3	4.1
Oxford	28.4	18.9	9.5	3.2	2.5	4.5
United	24.7	16.6	8.0	2.9	2.3	4.2
WellChoice	32.4	23.0	9.5	2.7	2.3	3.7

New Jersey Performance Compared with National, Regional and Neighboring States for Maternity Care – Discharges and Length of Stay for the Year 2003

	Discharges	Vaginal	Cesarean	Deliveries	Vaginal	Cesarean
NJ Average	25.3	17.2	8.1	2.9	2.4	4.1
National Average	24.4	17.7	6.8	2.6	2.2	3.8
Regional Average	23.2	16.3	6.8	2.8	2.3	4.0
NY Average	23.1	16.3	6.8	2.9	2.4	4.1
PA Average	21.3	15.5	5.8	2.7	2.3	3.8

Births and Average Length of Stay (ALOS) for Newborns

This measure summarizes utilization information on newborns discharged during the measurement year. It is defined as care provided from birth to discharge to home. If a newborn is transferred from one hospital to another hospital and has never gone home, the care is still newborn care.

Newborns: Births and Average Length of Stay (Data Year 2002)

Health Plan	Total Newborn Discharges	Total Newborn Discharges/1000 Member Years	Total Newborn ALOS (Days)
NJ State Average		12.1	3.5
Aetna	6991	8.9	3.7
AmeriHealth	2337	13.3	2.9
CIGNA	4084	13.4	3.7
Health Net	4434	14.8	3.6
Horizon	2217	13.0	3.5
Oxford	4044	15.4	3.9
United	916	12.3	3.8
WellChoice	231	15.2	2.8

New Jersey Performance Compared with National, Regional and Neighboring States for Newborns: Births and Average Length of Stay for the Year 2003

Health Plan	Total Newborn Discharges/1000 Member Years	Total Newborn ALOS (Days)
NJ Average	12.1	3.5
National Average	12.1	3.2
Regional Average	12.0	3.3
NY Average	12.1	3.2
PA Average	11.5	3.2

Mental Health Utilization – Inpatient Discharges and Average Length of Stay (ALOS)

This measure summarizes utilization of inpatient mental health services, by members receiving mental health services and estimates how many hospitalizations for mental health disorders occurred during the measurement year and how long patient stayed in the hospital, on average. Rates are per 1,000 members with mental health coverage.

Mental Health Utilization – Inpatient Discharges and Average Length of Stay (Data Year 2002)

Health Plan	Discharges/1000 Members	Average Length of Stay (Days)
NJ State Average	2.2	6.7
Aetna	2.8	6.8
AmeriHealth	2.3	6.2
CIGNA	2.4	6.6
Health Net	2.0	6.8
Horizon	2.4	7.3
Oxford	2.4	8.2
United	2.1	6.5
WellChoice	1.1	5.4

New Jersey Performance Compared with National, Regional and Neighboring States for Mental Health Utilization – Inpatient Discharges and Average Length of Stay for the Year 2003

	Discharges/1000 Members	Average Length of Stay (Days)
NJ Average	2.2	6.7
National Average	2.8	6.0
Regional Average	2.5	7.2
NY Average	2.4	8.1
PA Average	3.0	5.9

Mental Health Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services

The percentage and total number of members receiving mental health services during the measurement year in the following categories and reports in each category the total number of members who received the specific services.

- ↳ Any Mental Health Services (inpatient, day/night, ambulatory)
- ↳ Inpatient Mental Health Services
- ↳ Day/Night Mental Health Services and Ambulatory Mental Health Services

Mental Health (MH) Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services (Data Year 2002)

Health Plan	Any MH Services	Inpatient MH Services	Day/Night MH Services	Ambulatory MH Services
NJ State Average	4.35	0.17	0.04	4.29
Aetna	5.18	0.22	0.08	5.13
AmeriHealth	2.49	0.18	0.10	2.40
CIGNA	5.49	0.20	0.01	5.43
Health Net	5.04	0.16	0.02	4.99
Horizon	4.86	0.14	NR	4.80
Oxford	4.89	0.19	0.02	4.84
United	4.46	0.17	0.04	4.41
WellChoice	2.37	0.09	0.01	2.32

NR – Not Reported

New Jersey Performance Compared with National, Regional and Neighboring States for Mental Health Utilization – Percentage of Members Receiving Inpatient, Day/Night and Ambulatory Services for the Year 2003

	Any MH Services	Inpatient MH Services	Day/Night MH Services	Ambulatory MH Services
NJ Average	4.35	0.17	0.04	4.29
National Average	5.28	0.22	0.11	5.17
Regional Average	5.03	0.20	0.04	4.97
NY Average	5.61	0.19	0.03	5.56
PA Average	4.52	0.24	0.04	4.44

Chemical Dependency Utilization: Discharges and Average Length of Stay

This measure summarizes utilization of inpatient chemical dependency services, and reports how many hospitalizations for chemical dependency occurred during the measurement year and how long patient stayed in the hospital on average. Rates are per 1000 members with chemical dependency coverage.

Chemical Dependency Utilization: Discharges and Average Length of Stay (Data Year 2002)

Health Plan	Discharges/1000 Member	Average Length of Stay (Days)
NJ State Average	1.47	5.42
Aetna	1.62	5.20
AmeriHealth	1.00	4.70
CIGNA	1.01	5.20
Health Net	2.26	4.51
Horizon	1.44	6.41
Oxford	1.54	6.34
United	1.25	5.38
WellChoice	1.64	5.60

New Jersey Performance Compared with National, Regional and Neighboring States for Chemical Dependency Utilization: Discharges and Average Length of Stay for the Year 2003

	Discharges/1000 Member	Average Length of Stay (Days)
NJ Average	1.47	5.42
National Average	1.16	5.12
Regional Average	1.32	5.48
NY Average	1.16	5.67
PA Average	1.45	5.25

Chemical Dependency Utilization – Percentage of Members Receiving Inpatient, Day/Night Care and Ambulatory Services

The number and percentage of members receiving chemical dependency services during the measurement year in the following categories:

- ↳ Any Chemical Dependency (CD) Services (inpatient, day/night, ambulatory)
- ↳ Inpatient Chemical Dependency Services
- ↳ Day/Night Chemical Dependency Services
- ↳ Ambulatory Chemical Dependency Services

Chemical Dependency Utilization – Percentage of Members Receiving Inpatient, Day/Night Care and Ambulatory Services (Data Year 2002)

Health Plan	Inpatient CD Services	Day/Night CD Services	Ambulatory CD Services	Any CD Services
NJ State Average	0.11	0.01	0.18	0.26
Aetna	0.11	0.02	0.27	0.33
AmeriHealth	0.09	0.05	0.13	0.23
CIGNA	0.11	0.00	0.26	0.33
Health Net	0.13	0.00	0.12	0.23
Horizon	0.11	0.00	0.19	0.28
Oxford	0.12	0.00	0.22	0.28
United	0.08	0.02	0.22	0.26
WellChoice	0.13	0.01	0.07	0.16

New Jersey Performance Compared with National, Regional and Neighboring States for Chemical Dependency Utilization: Percentage of Members Receiving Inpatient, Day/Night Care and Ambulatory Services for the Year 2003

	Inpatient CD Services	Day/Night CD Services	Ambulatory CD Services	Any CD Services
NJ Average	0.11	0.01	0.18	0.26
National Average	0.09	0.04	0.31	0.37
Regional Average	0.10	0.03	0.33	0.40
NY Average	0.09	0.01	0.41	0.47
PA Average	0.11	0.07	0.30	0.39

Compiled by Veena Singh

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